

# C41 GPS Tracker

(User Manual)



Email: [support@Incoon.com](mailto:support@Incoon.com)

Website: [www.Incoon.com](http://www.Incoon.com)

Tracking Platform: [Incoon.com/download](http://Incoon.com/download)



@Incoon



@Incoon.gps

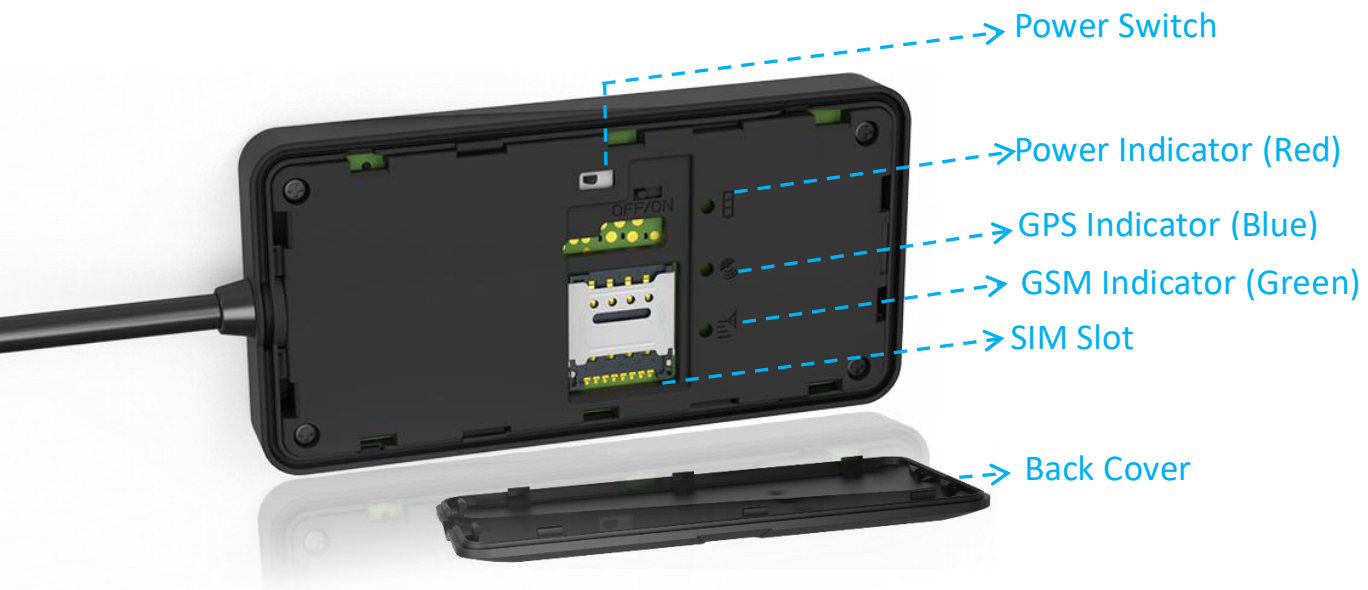


WhatsApp Group

# Content List

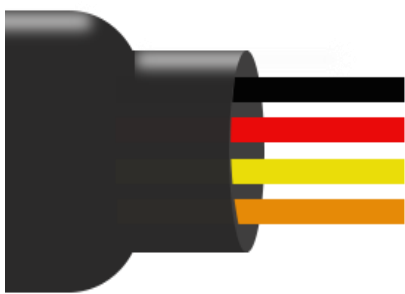
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## Appearance



## Install Device

### ● Wire Definition:



|       |        |                    |
|-------|--------|--------------------|
| V-    | Black  | Power - (Negative) |
| V+    | Red    | Power + (Positive) |
| Relay | Yellow | Remote Fuel Cut    |
| ACC   | Orange | Engine Detection   |

### ● How to connect:

1. **Switch On:** Open the cover of the tracker, and confirm that the power switch is on.
2. **Connect Power Supply:** Take out the attached wire, connect the red end to the

positive of the car battery, and the black end to the negative.

If the device is powered on successfully, the **red LED** will light up.

(When the engine is turned on, a 12V voltage can be detected with a multimeter between the positive and negative)

3. **ACC Detection (Optional):** Connect the orange end to the ACC fuse to ensure the engine detection works correctly.

4. **Remote Power Cut-off (Optional):**

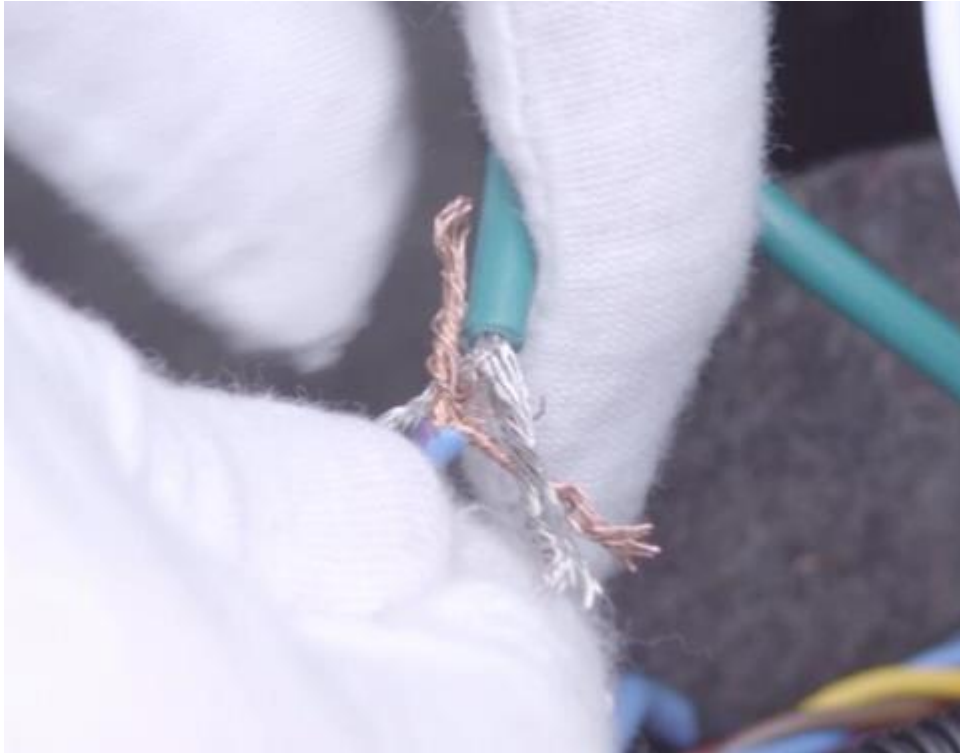
(i) Find the fuel tank wire and cut it in two at the proper location.



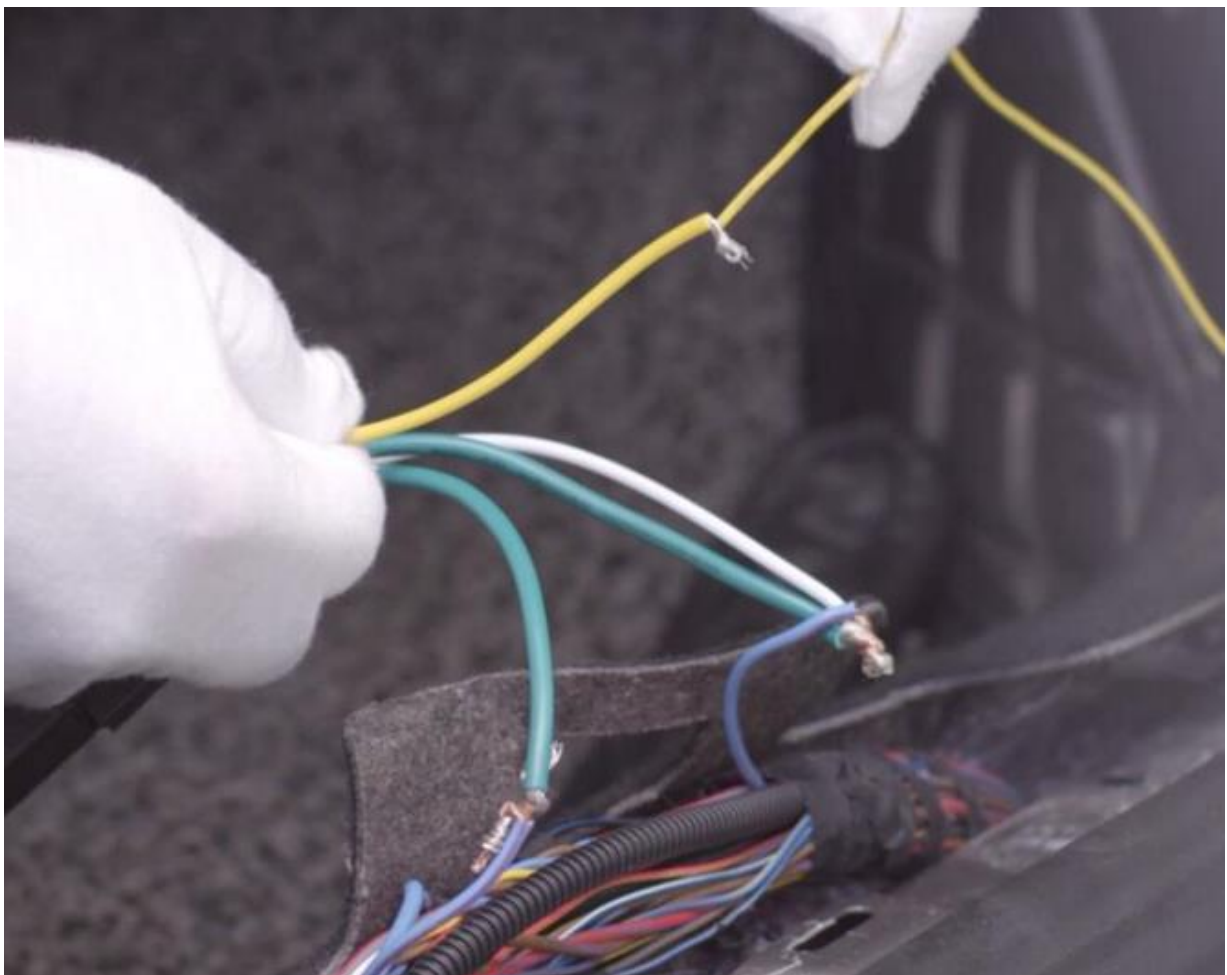
(ii) Twist the white end and the green (87a) end together and connect to the end of the oil pump wire near the ACC fuse.



(iii) Connect the green (30) end to the end of the oil pump wire near the oil pump.

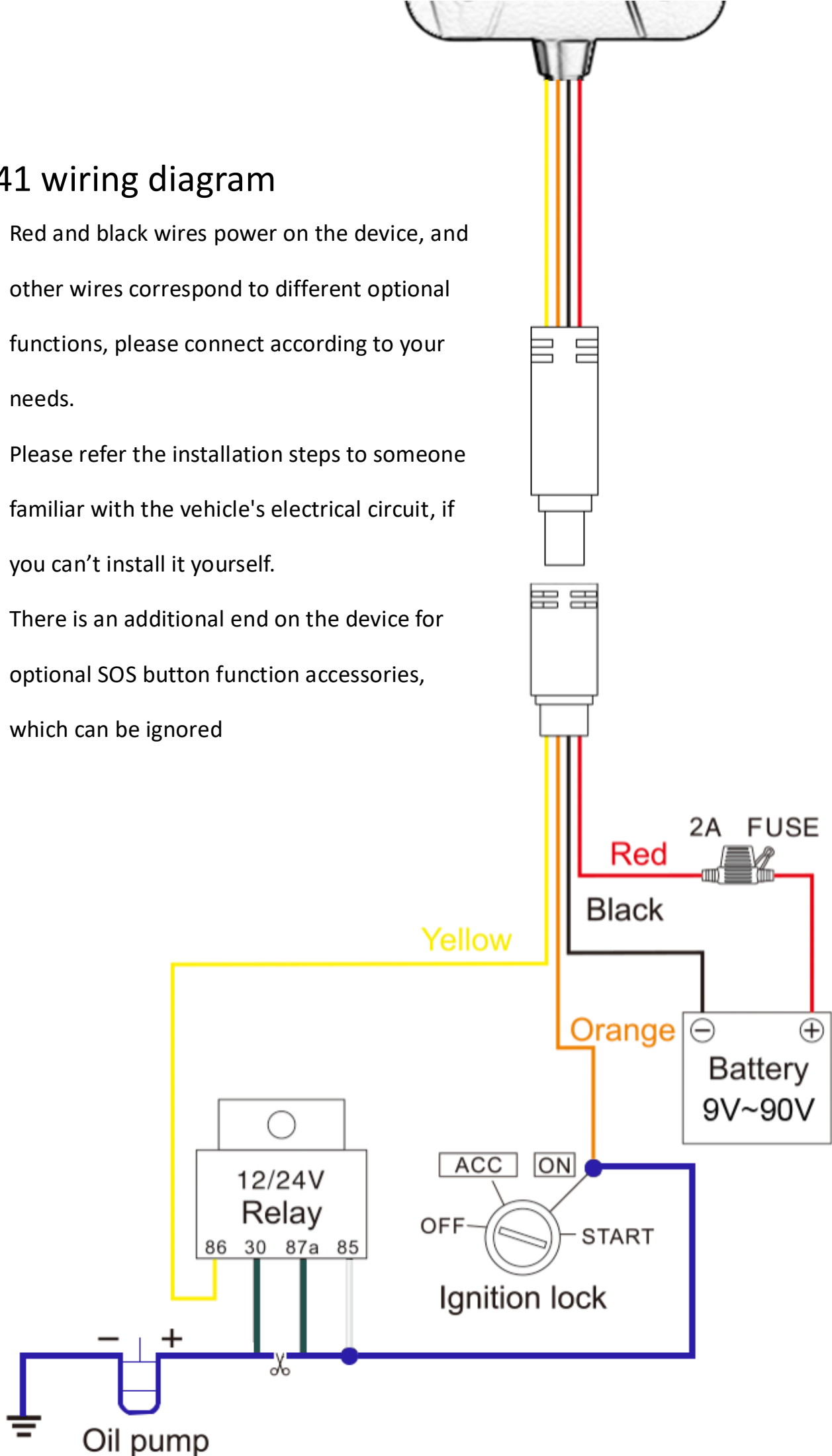


(iv) Connect the yellow end to the yellow end of the relay to ensure the fuel cut-off works correctly.



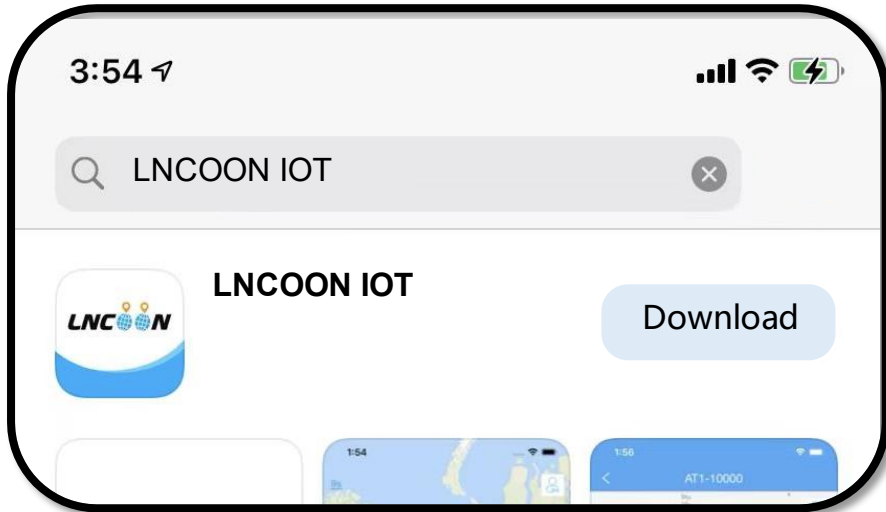
## C41 wiring diagram

- Red and black wires power on the device, and other wires correspond to different optional functions, please connect according to your needs.
- Please refer the installation steps to someone familiar with the vehicle's electrical circuit, if you can't install it yourself.
- There is an additional end on the device for optional SOS button function accessories, which can be ignored



## Download App

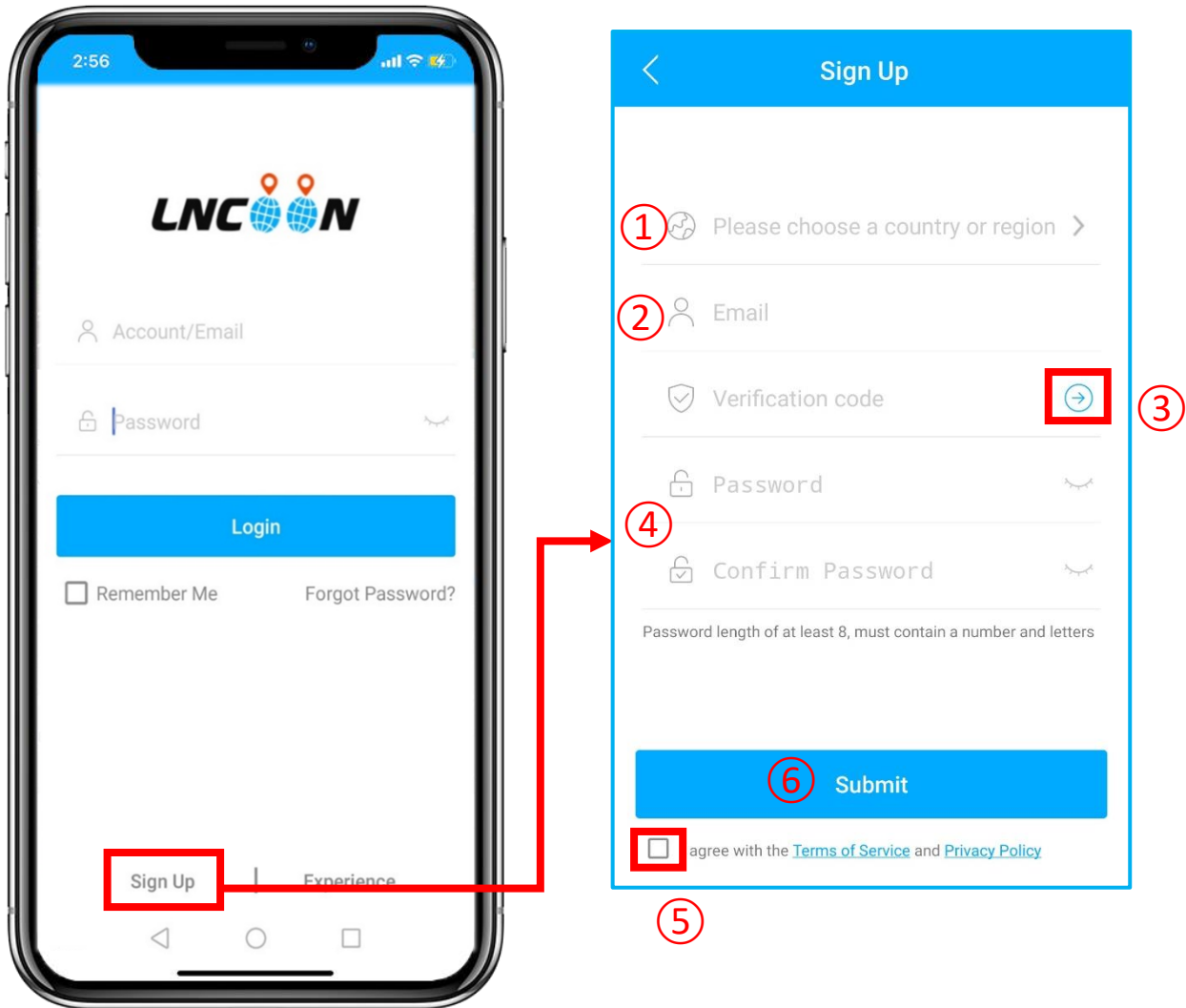
- Search “Lncoon IOT” in [App Store](#) or [Google Play](#) to download.



- Visit Lncoon website: [Lncoon.com/download](https://Lncoon.com/download) to find quick download link.



# Sign up & Log in



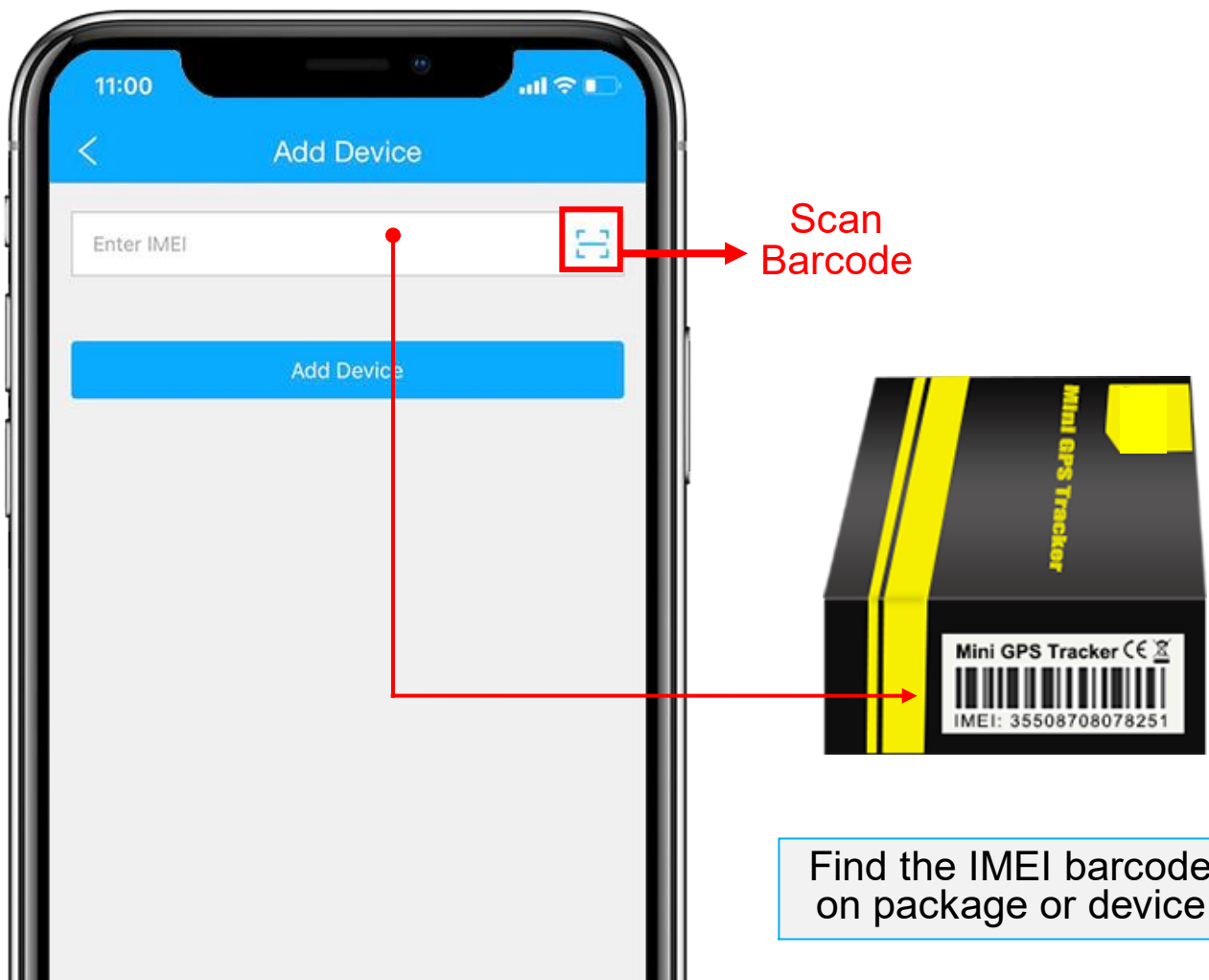
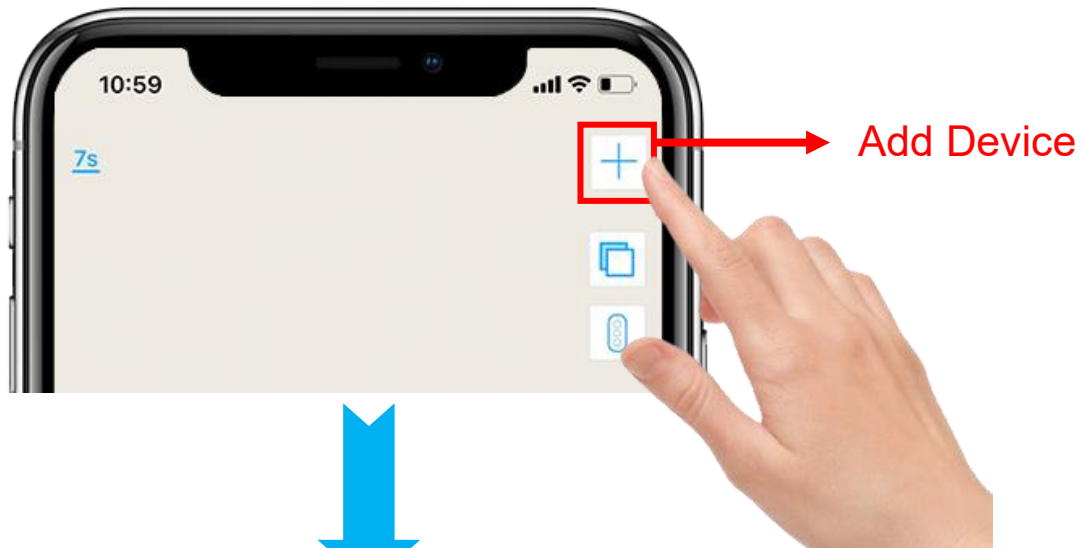
## ● Click **Sign Up**

- ① Choose your country or region
  - ② Enter a valid email address
  - ③ Click '→' to get a verification code from [noreply@track9999.com](mailto:noreply@track9999.com)
- \* (If no email received, please check the **trash** or **spam**.)
- ④ Set up and confirm Password
  - ⑤ Check and agree the terms and policy
  - ⑥ Click on **Submit**

\*The App will automatically log in to your account, please remember your account and password for future login.



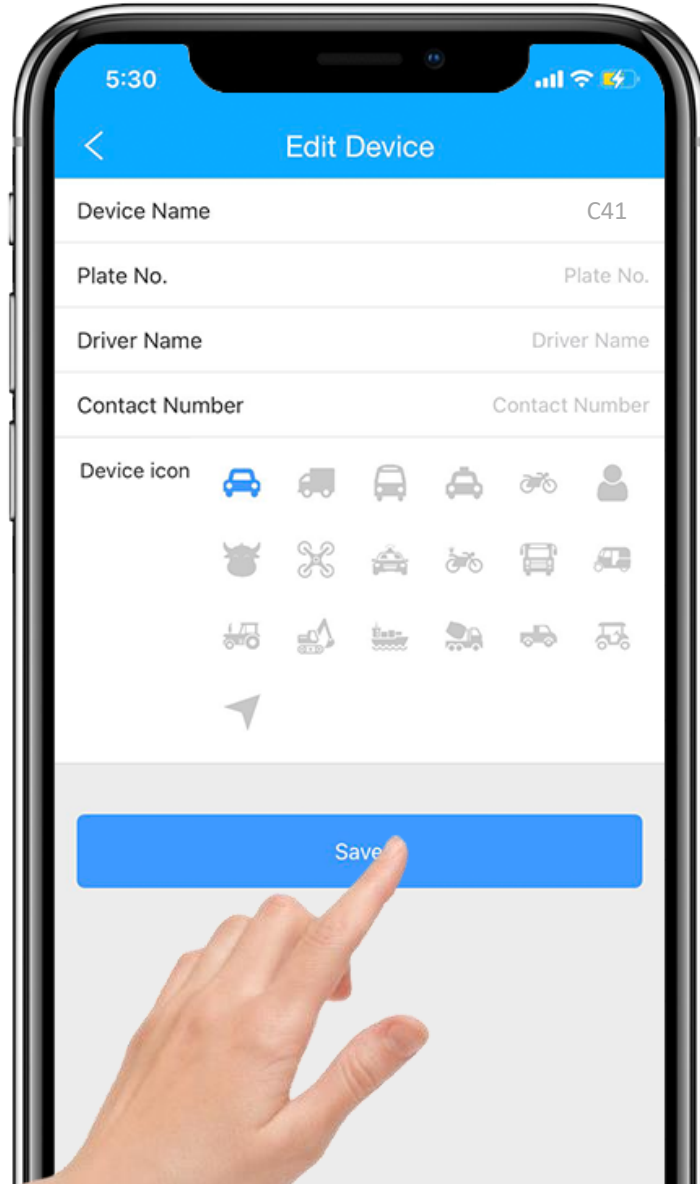
## Add Device



1. Click the '+' on the top right to add device.
2. Scan or type in the IMEI number on the package or device body.

3. Click **'Add Device'** to confirm.

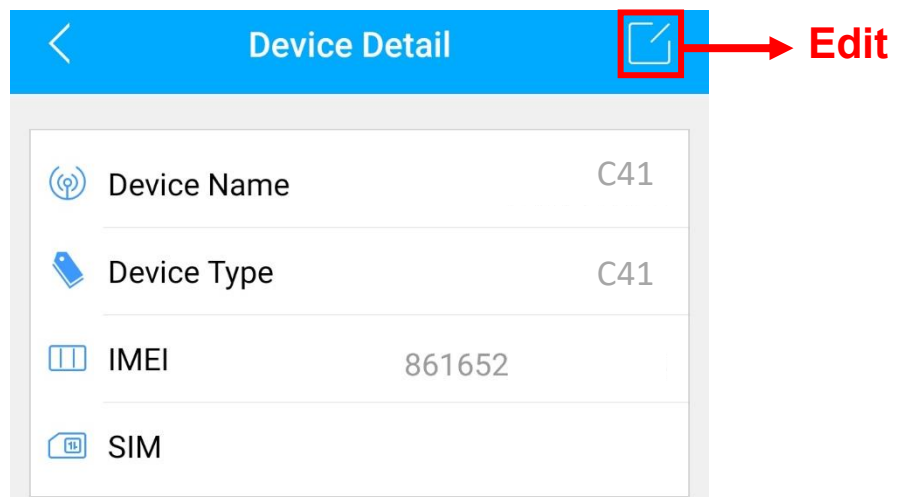
4. Edit basic info about this device, or click on **'Save'** directly to skip this step.



5. You can always come back and edit in the **'Detail'** Page later.

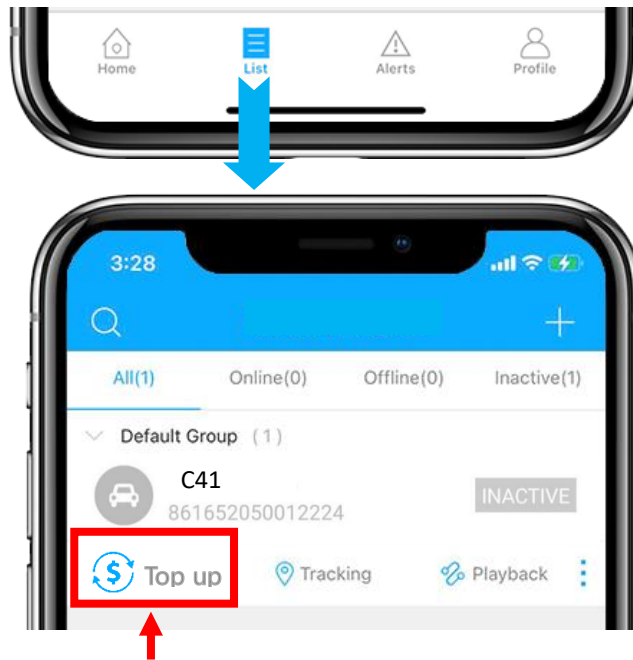


Detail



## Top up

1. Go to 'List', you will see the device you just bind.
2. Click the 'Top-up' icon, or go to [plan.Incoon.com](http://plan.Incoon.com)



3. Type in and check the ICCID is matching the ICCID on the back of the package and confirm to top up.



4. Choose a plan and finish the payment.

\*Alternate top-up page: [Incoon.com/plan](http://Incoon.com/plan)

5. You can skip this step if you change another SIM card, please refer to: [Set APN](#)

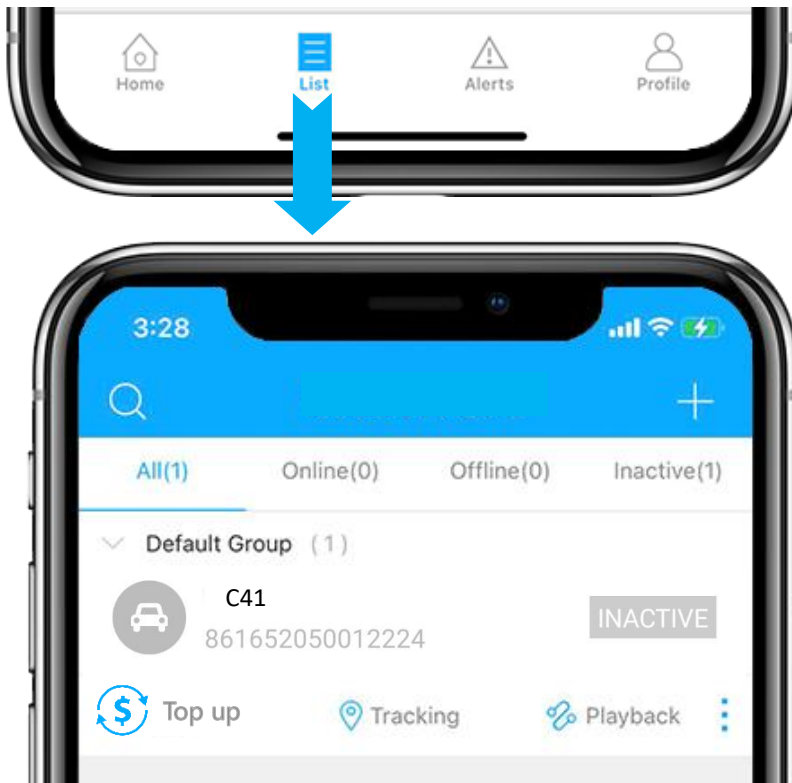
## Insert & Power on

Connect the device to the hub end of the wires to turn on the device.



## Ensure Device Online

1. Go to 'List', you will see the C41 you just bind.
2. You can tell the status of the device via the color of the icons.
3. When the icons displayed in **green** or **orange** or **red**, it means the device is **online**.



## Status Indicator

ONLINE

IDLING

STOPPED

INACTIVE

OFFLINE


## Device Inactive

- Top up is required before activating. If you have just topped up, please try restarting the device.

## Device Offline

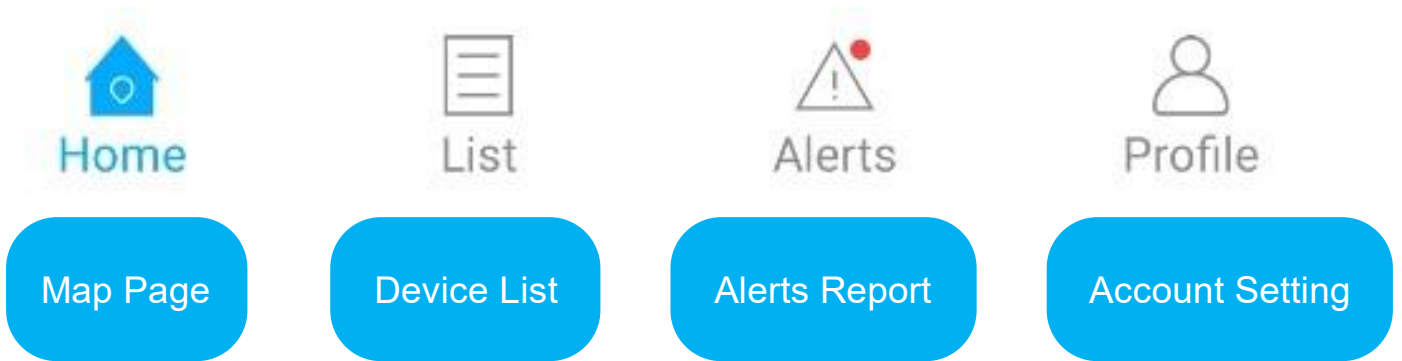
- Check whether the device is well connected to the power supply.
- Check if your subscription is expired.
- Check the [LED indicators](#) and [contact us](#).

## Get Help


- Live chat with us by clicking the service icon 
- Email: [support@Incoon.com](mailto:support@Incoon.com)
- Messenger us on Facebook: [m.me/Incoon](https://m.me/Incoon)
- WhatsApp: [+86 188 3978 7338](https://wa.me/8618839787338)
- Check the FAQ Library on website: [Incoon.com/FAQ](https://Incoon.com/FAQ)

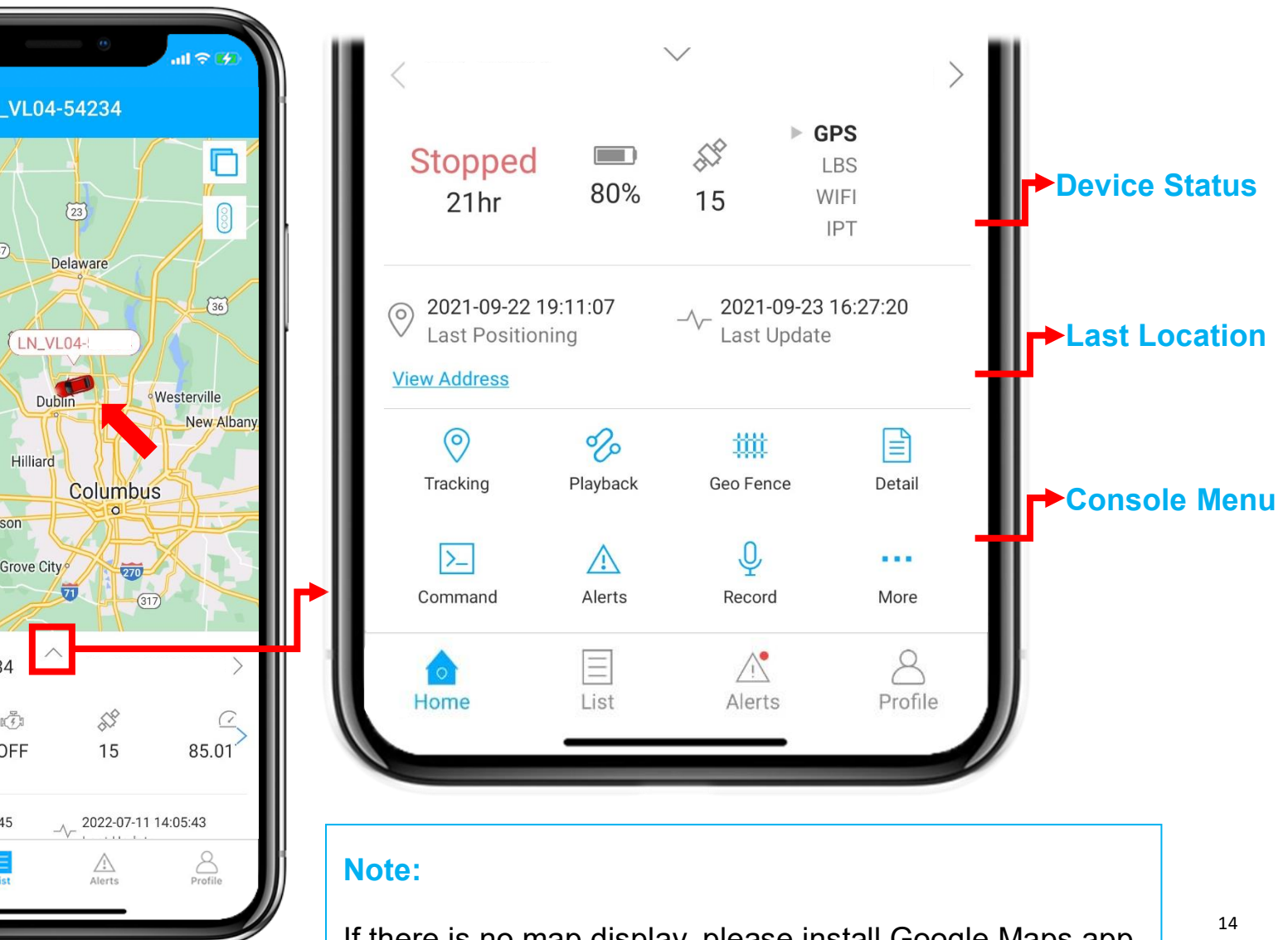
# App Instruction

## ● Bottom Menu

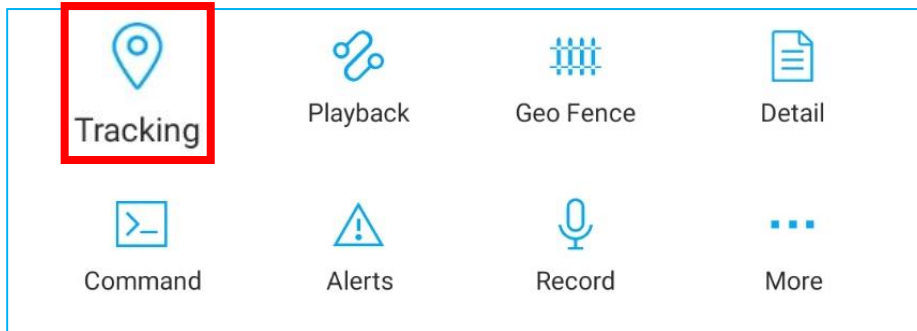


## ● Console Menu

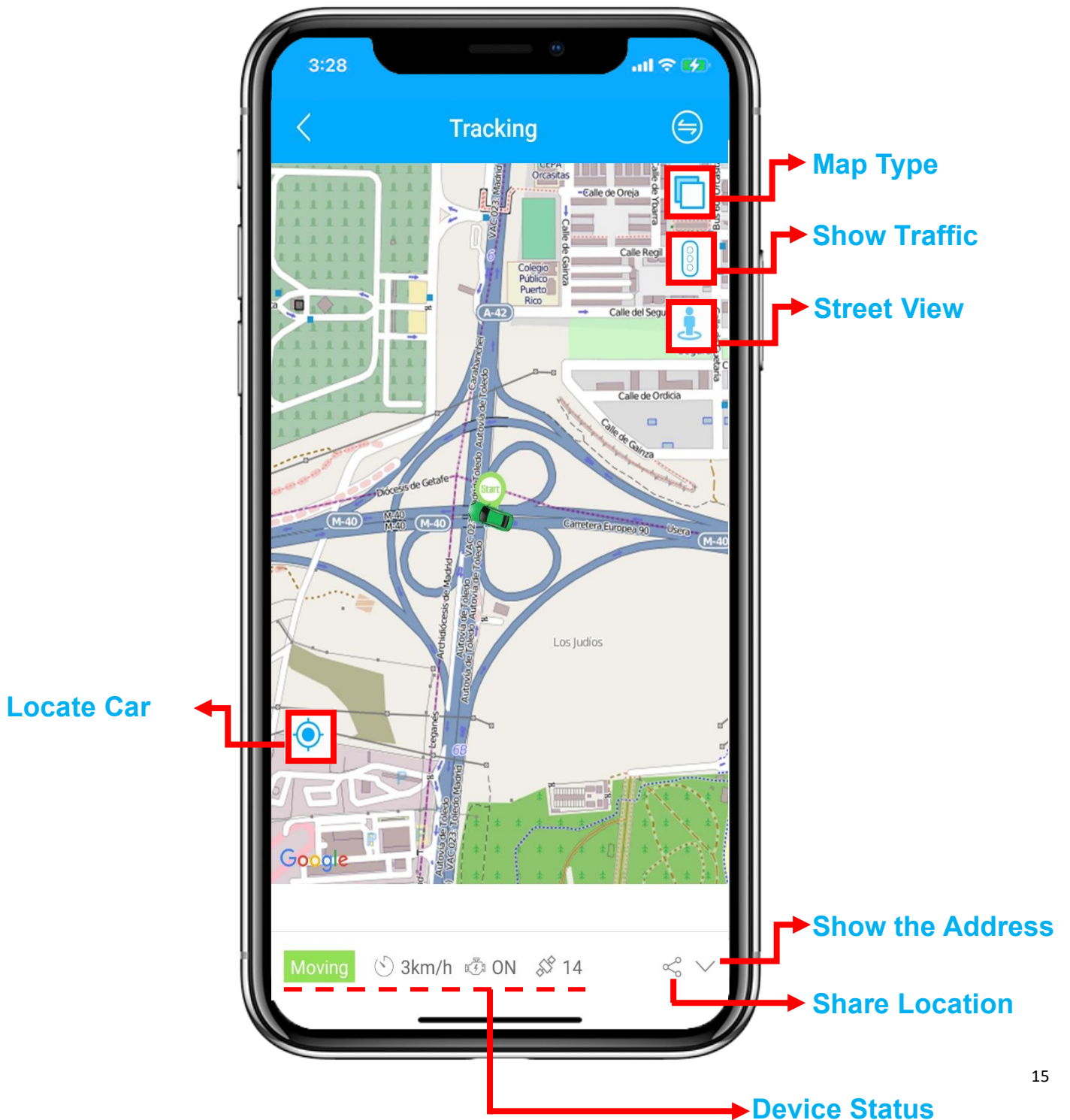
1. Tapping the icon to check the device.
2. Tapping the  button to expand the menu.



# Real Time Tracking

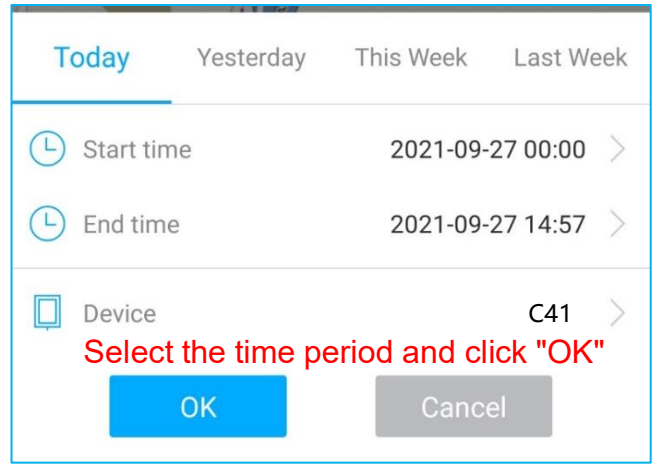
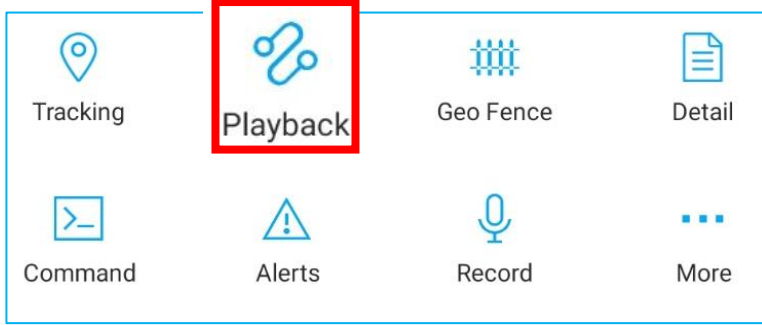


- Tapping on 'Tracking' to enter tracking page.

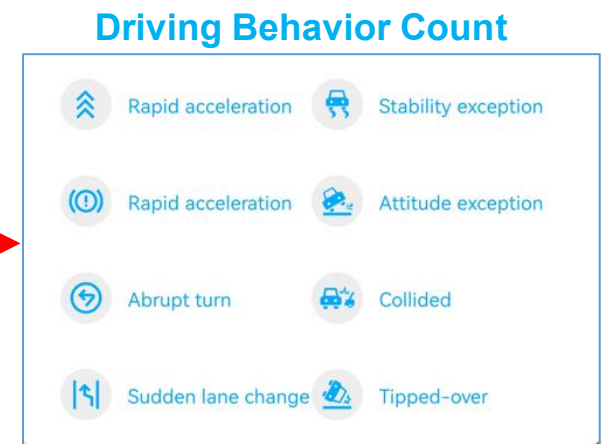
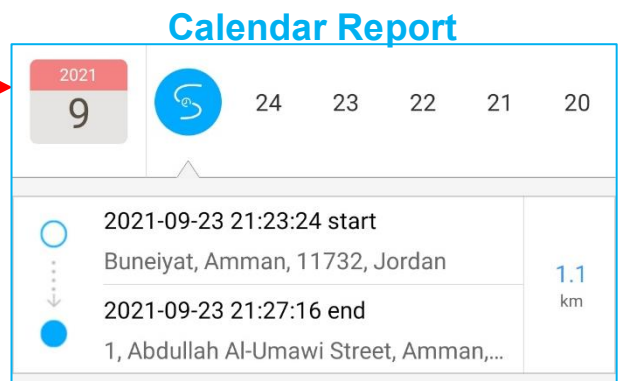
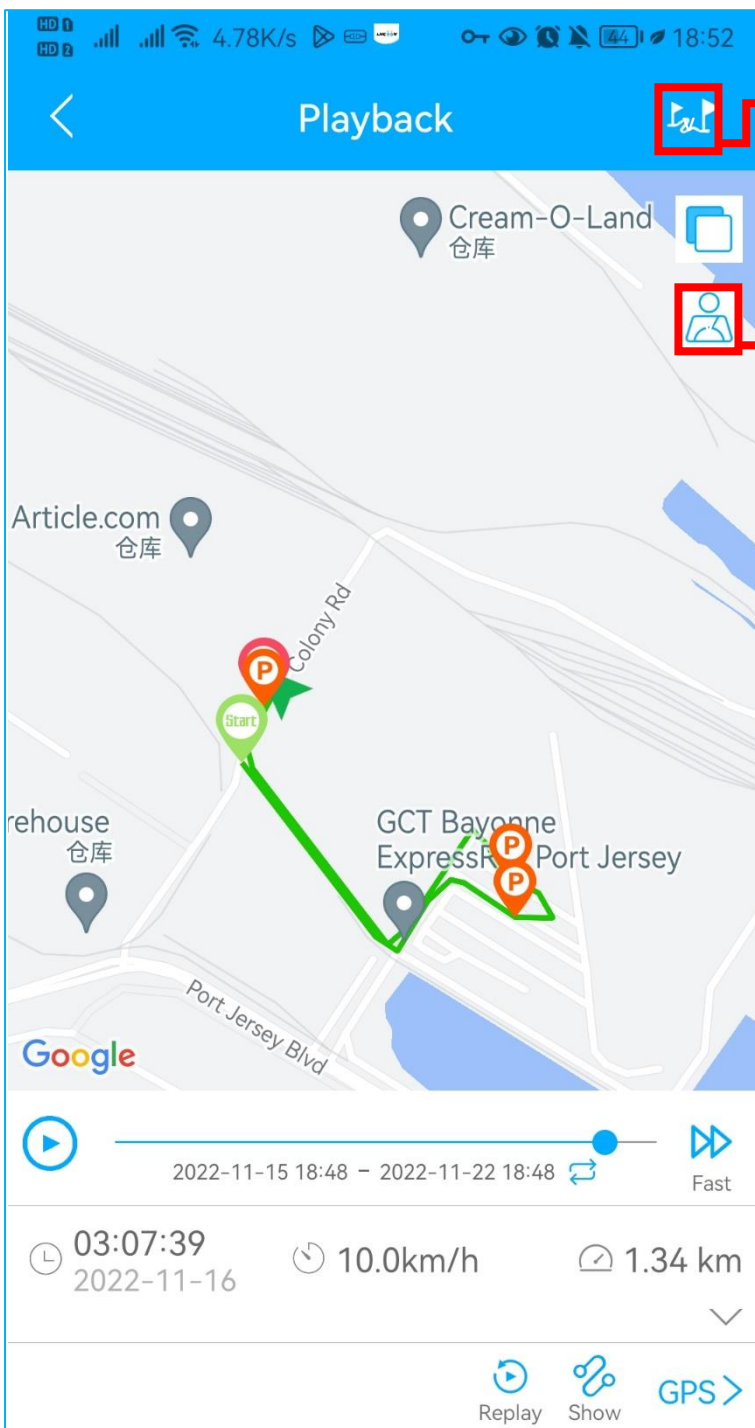




# History Playback



● Click 'Playback' to search the historical trips.



Play & Pause

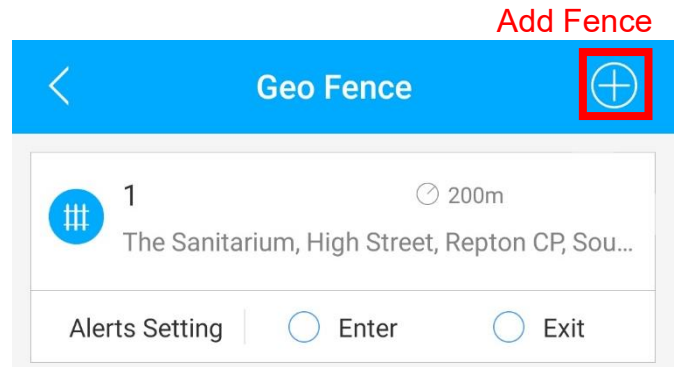
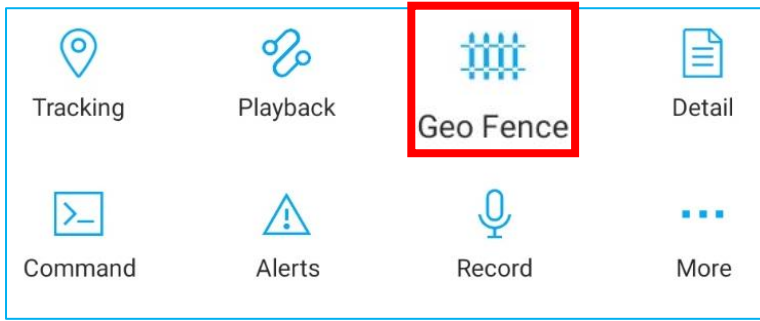
Speed up  
Slow

Hide / Show the line  
Hide

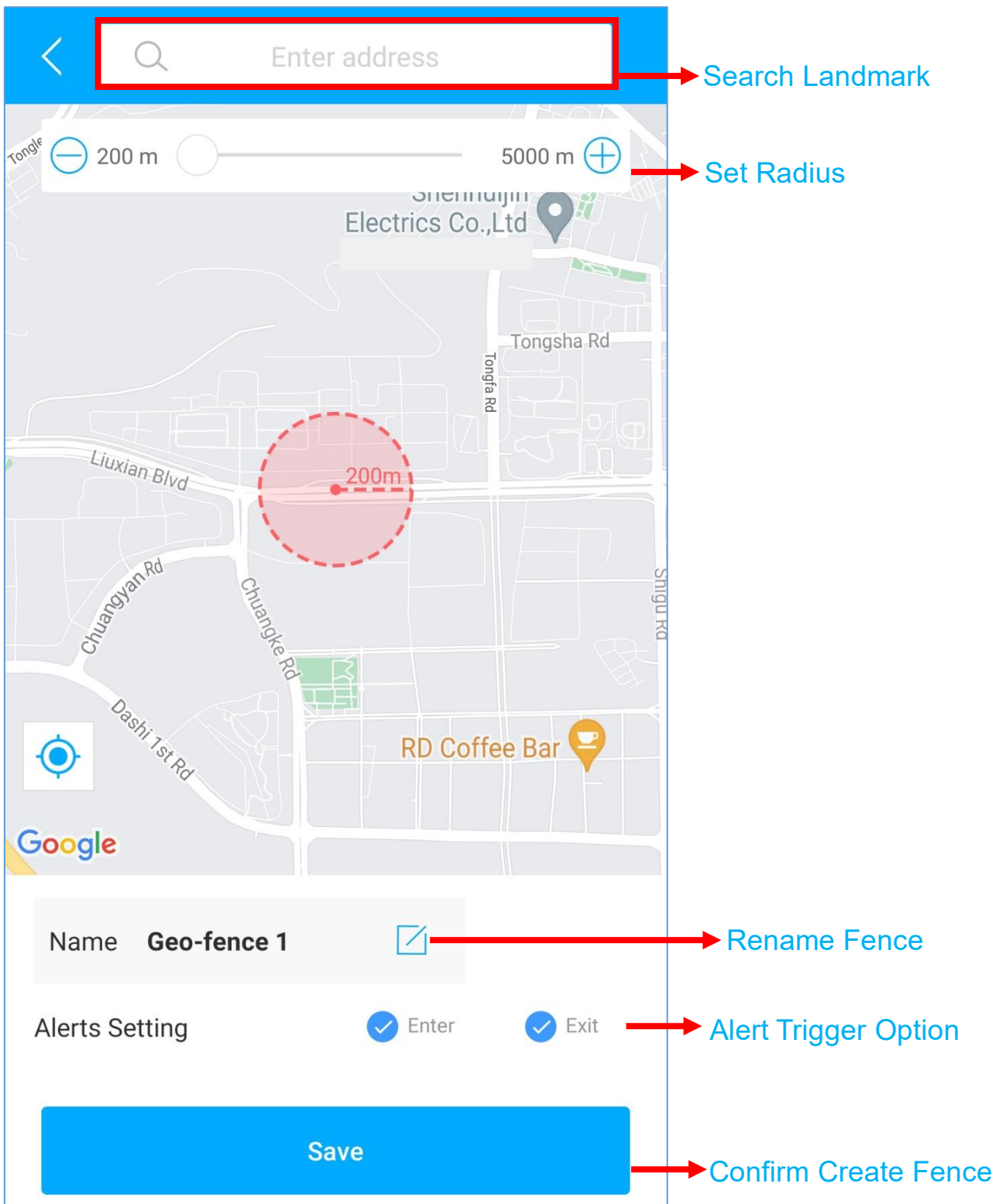
Choose another period




# Geo Fence

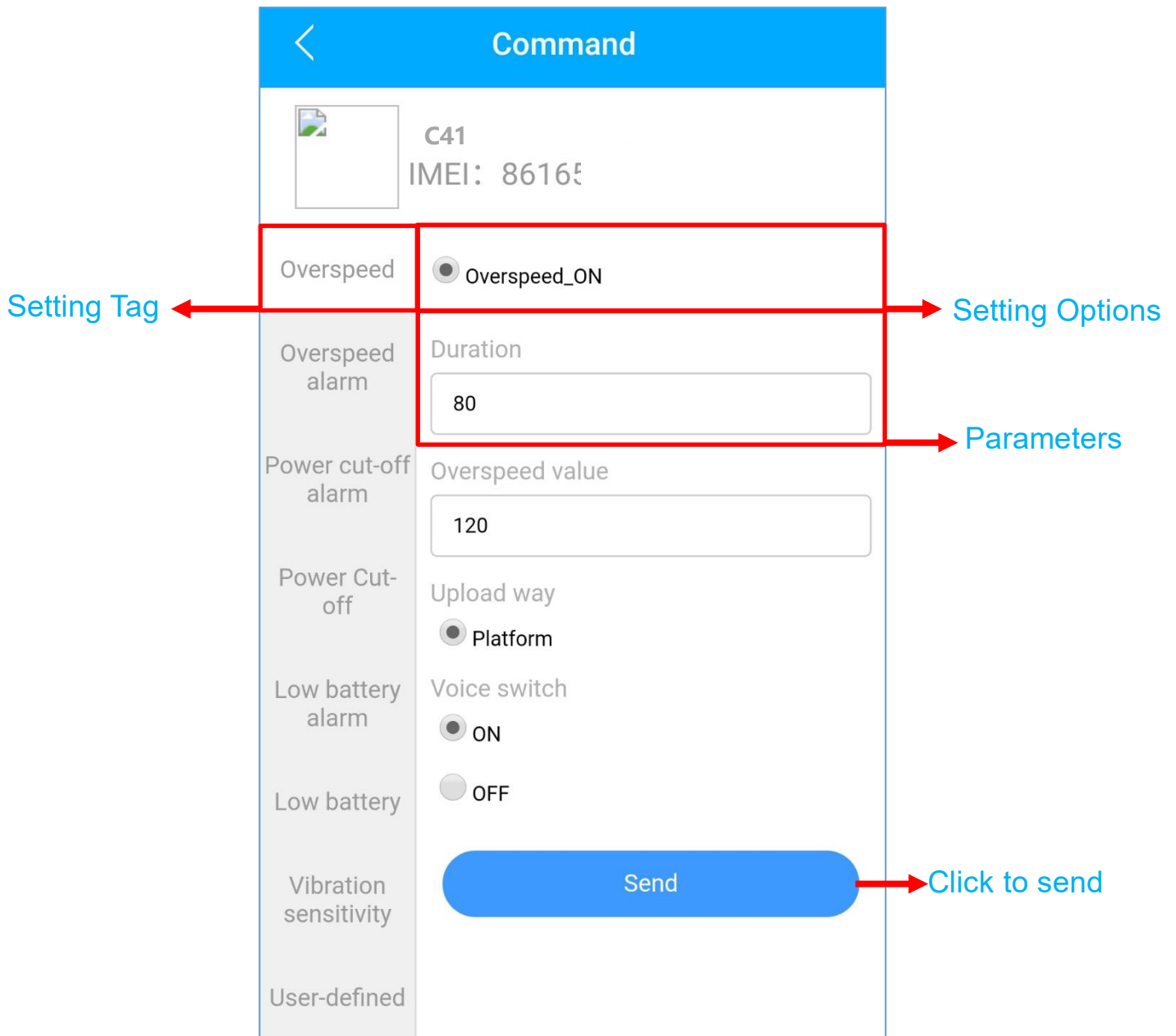


● Click 'Geo Fence' to manage your customized fences.



# Alert Setting

- ① Find your device in the list page, click on the  icon.
- ② Go to 'Command' page to set alerts based on different situations.
- ③ Explore more setting options to design your own tracking style.



- These commands can only be affected when devices are online.
- If you are confused about these settings, please feel free to [contact us](#).

## FAQ

**Q:** There is no device on the map, only a blue dot shows the location of my phone.

**A:** 1. Make sure the device is **fully charged** and **powered on**;

2. Make sure you have a **valid subscription plan**;

3. Check the "**List**" page to make sure the **device is online**;

\*(The icon in red, orange or green means it is online)


4. Bring the device to an open sky, so that the device can **obtain better GPS signals**.

**Q:** Can't receive any push notifications after the alarm is triggered

**A:** Check whether the "**Alert**" page has corresponding **alarm records**.

- **If yes:** please click the **logout** button in the upper right corner of the Profile, and try to **log in again**.


- **if no:** 1. Please check the **online status** and **network status** of the device.

2. Please click the  button in the upper right corner and make sure you **don't filter out** any alarms.

3. Please try to check and **setup the alert again**.

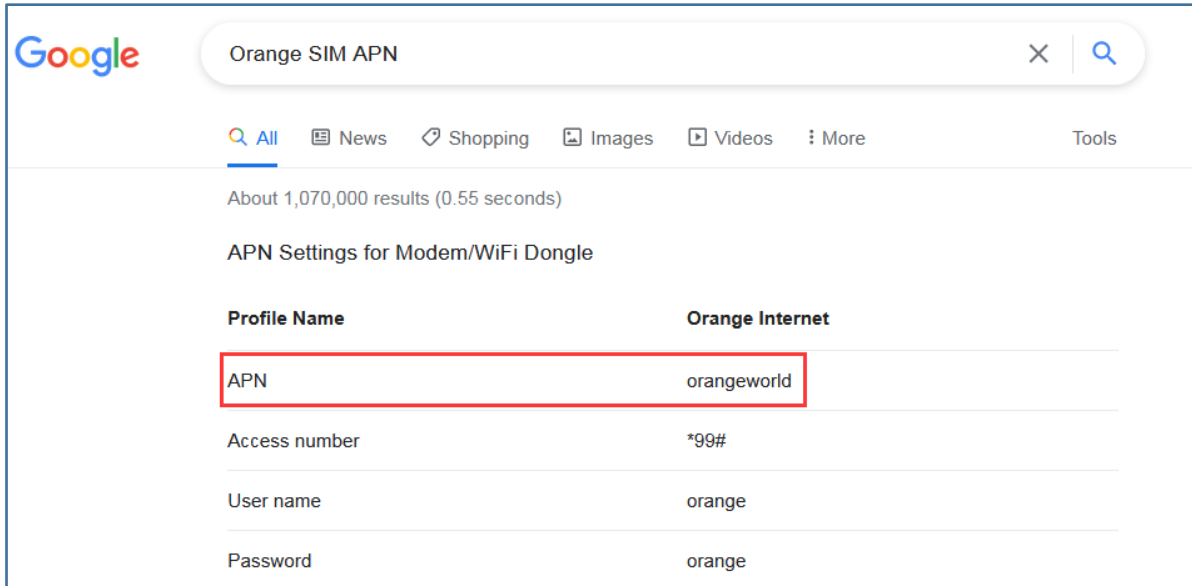
**Q:** The device disappeared from the "List" page.

**A:** please click the **logout** button in the upper right corner of the Profile, and try to **log in again**.

\*If you have any other questions, click the  icon to get technical support.

# Set APN

- When replaces the SIM card, you need to set the APN that matches the SIM card for the device.
1. Look up APN: Each operator has its own APN; you can consult them or google their name + APN to find the correct APN

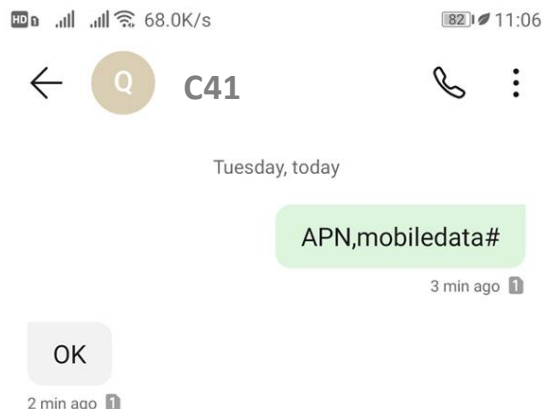


2. Then text the command to the SIM card in the device via SMS:

APN,name#

e.g.: APN: **mobiledata**

Then send: **APN,mobiledata#** (No spaces between)



3. If C41 received the command, it will reply "OK".
4. If the APN is correct, the C41 will be activated.

# LED Indicators

## (1) Power Status (Red)

| Status                    | Meaning                                  |
|---------------------------|--|
| On for 0.3s; Off for 0.3s | Low Power                                |
| On for 1s; Off for 0.3s   | Fully Charged                            |
| On for 0.1s; Off for 0.3s | Working Correctly                        |
| Solid On                  | Charging                                 |
| Off                       | Power is disconnected / Battery runs out |

## (2) GPS Status (Blue)

| Status                    | Meaning                                     |
|---------------------------|---|
| On for 0.3s; Off for 0.3s | Searching GNSS Signals                      |
| Solid On                  | Working Correctly                           |
| Off                       | GNSS module is in sleep mode or not working |

## (3) Network Status (Green)

| Status                    | Meaning                          |
|---------------------------|----------------------------------|
| On for 0.3s; Off for 0.3s | Network Initializing             |
| On for 1s; Off for 0.3s   | Receiving signals                |
| On for 0.1s; Off for 0.3s | Working Correctly                |
| Off                       | No signal / No SIM card detected |