



making connections simpler



Email: [sales@lncoon.com](mailto:sales@lncoon.com)

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

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



WhatsApp

+86 18839787338



FB Messenger

[facebook.com/Lncoon](https://facebook.com/Lncoon)

### Front camera 1080P

145° view angle  
dynamic frame rate



Front

### Inner camera 720P

140° view angle  
night vision



Back



Cable\*1



Screwdriver\*1



450mAh Battery\*1



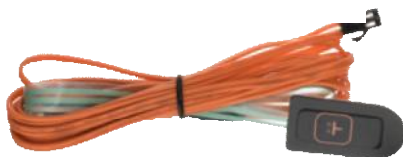
Car relay\*1



Screw\*2



Tamper cover\*1



SOS cable\*1



Bracket \*1



3M Sticker \*2

# Product Installation

## 1.PRECAUTION

1. Youtube installation Video: [https://youtu.be/4l\\_8jwnMq84](https://youtu.be/4l_8jwnMq84)

Install Pictures on the next page.

2. The standard power supply of the device is 12V DC . please use the original power cord provided by the manufacturer . the red cable is the positive of the power supply and the black is the negative of the power supply. the negative power supply black should be connected to the ground, After you connect, please start your camera, check the light if flashing? If not, it is not installed correctly,

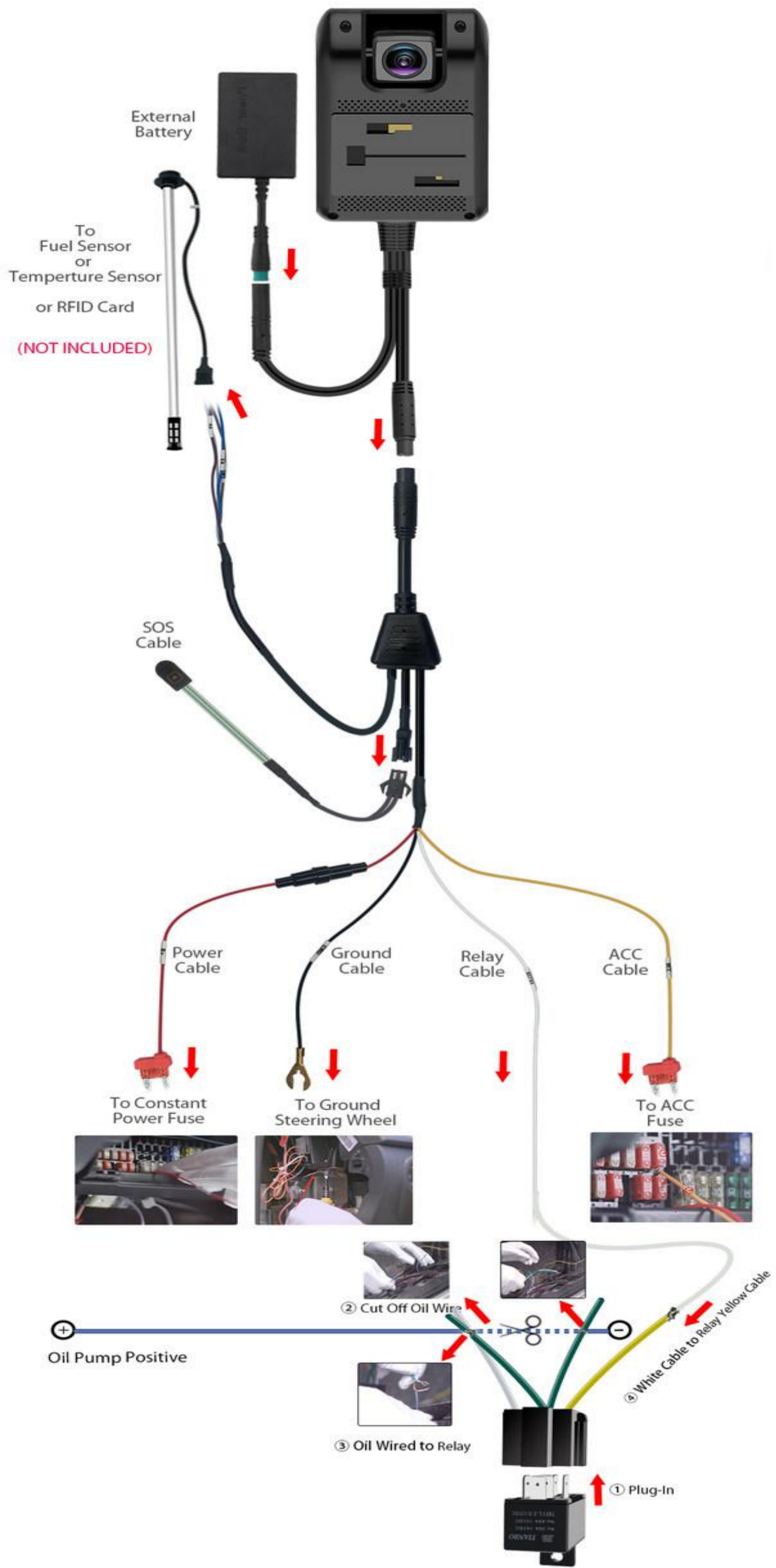
please contact us on LNCOON to check. 

3. The ACC wire yellow is connected to the acc the vehicle for ignition/ACC detection. the white wire (relay) is connected to the yellow wire harness on the relay.(5V,RX,TX,grey GND not need connect. (The extra four wire harnesses are additional accessories, which do not affect normal use and can be ignored)

4. About Relay, The oil pump is cut off and connected to the relay, the white wire and the green wire of the relay are connected together to the positive pole, and the separate green wire is connected to the negative pole.

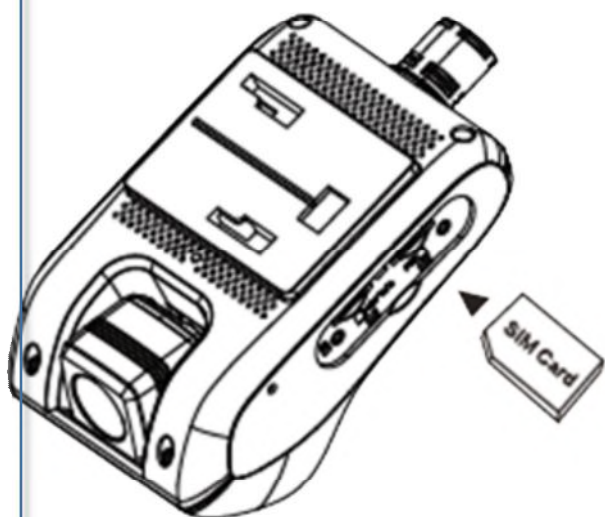
5. Remove the protective film on the remote camera prior to

installation. Any problem contact Customer service button-- 



## 2. PREPARATIONS

### 1. 4G SIM Card



#### Note:

1. Insert Micro Sim. If you use our package sim card, please go to [gps.incoon.com](http://gps.incoon.com) top-up then contact Service team active.

2. If you use US Local sim card:

Please ensure the band of sim has

**4G FDD:** B2 B3 B4 B5 B7 B12 B17

**TDD:** B38, B41 (100M)

**3G WCDMA:** B2,B4,B5

**2G GSM:** 850MHZ/- /1800/1900MHz

**(Like AT&T, T-MOBILE MetroPCS sim card)**

3. Get the APN name from network carrier for next step Setting, if not online, please feel free contact with our customer service on

LNCOON APP.

### About SIM card:

Must use the **Micro SIM Card**.



Micro



Nano



If you use your local sim card, you need send APN command:

SMS command Format: **APN,APNname,APNAddress,MCC,MNC**

**If T-MOBILE: APN,epc.tmobile.com,epc.tmobile.com,310,240**

("epc.tmobile.com" is the APN of carrier)

**If you don't know how to send APN command, please contact our**

**customer service help you.**



## 2. TF Card

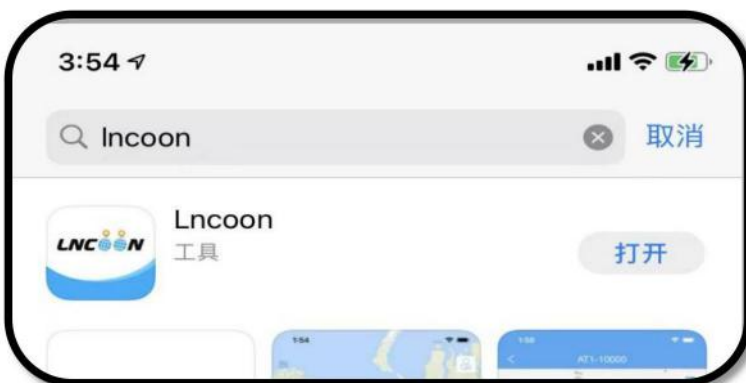


### Note:

1. Use a TF card in speed class 10 or higher and  $\geq 16\text{GB}$  (suggest 128GB)
2. Recommended to change every half a year to ensure the recording performance of the device
3. Mount the tamper cover After the attachment

Fit the TF card in the correct slot.

## 3. Download LNCOON App & Apply an account

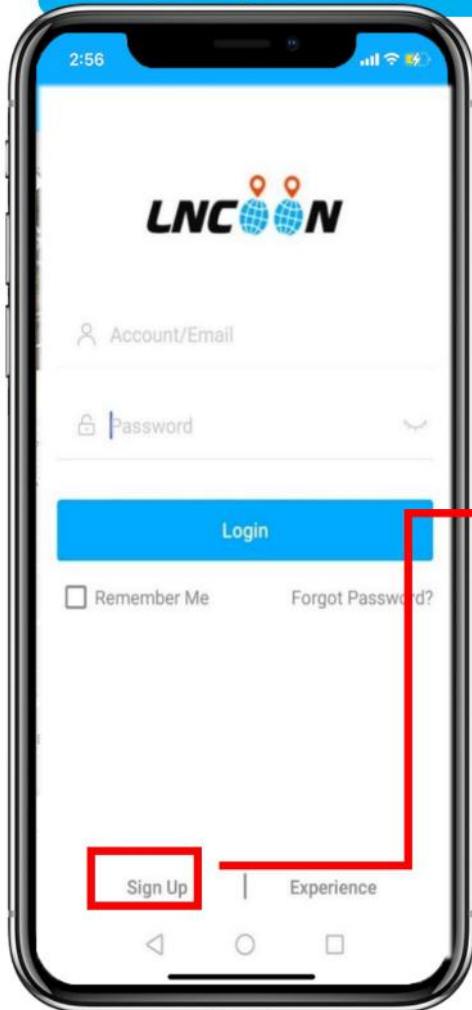


### Note:

- Search “Lncoon” in App Store or Google Play to download. Visit Lncoon website: [Lncoon.com/download](http://Lncoon.com/download) to find quick download link. ANY problem, click the button

on LNCOON APP 

## Sign up & Log in



1 Please choose a country or region >

2 Email

3 Verification code

4 Password

5 Confirm Password


6 Submit

agree with the [Terms of Service](#) and [Privacy Policy](#)

### □ 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

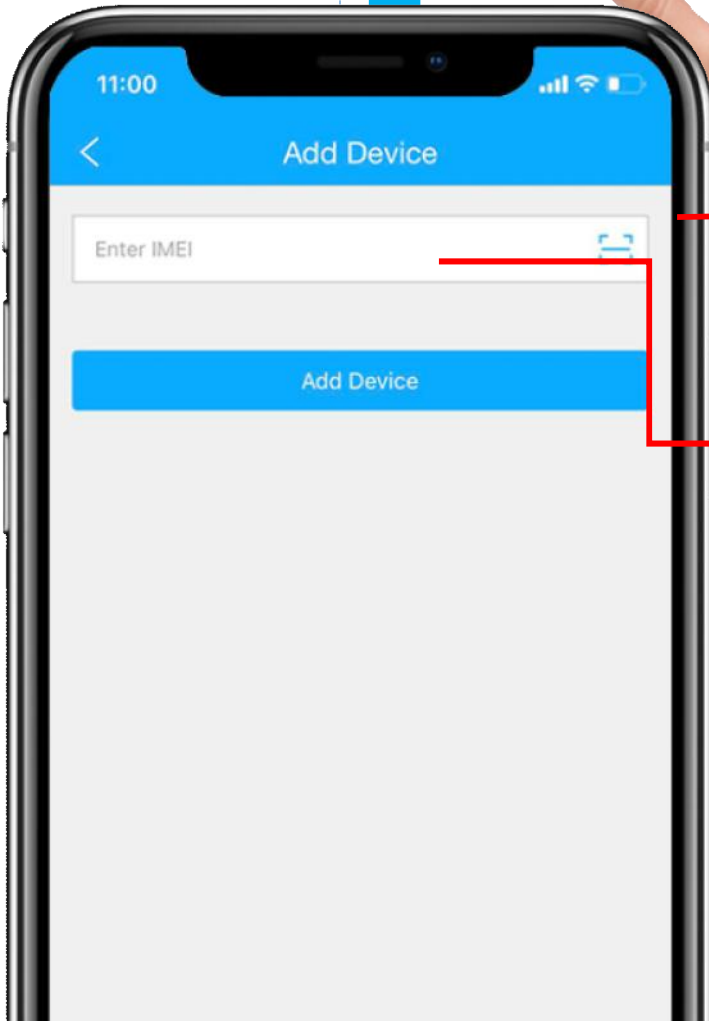
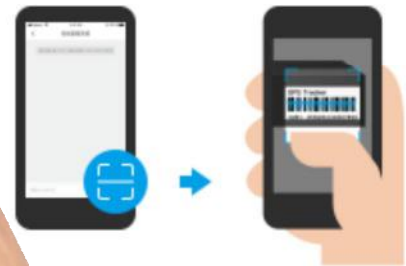
\*The App will automatically log in to your account, please remember

your account and password for future login. Customer service--

5. Find the IMEI No. on the box side and bind device



Add device



Scan Barcode



- 1: Click the '+' on the top right to add device
- 2: Scan or type in the IMEI barcode on the package or device body
- 3: Click 'Add Device' to confirm binding.



6. Insert SIM & TF card, then connect with car by cable



Normally, these lights will be on after the connection for about 5 minutes

## Ensure Device Online

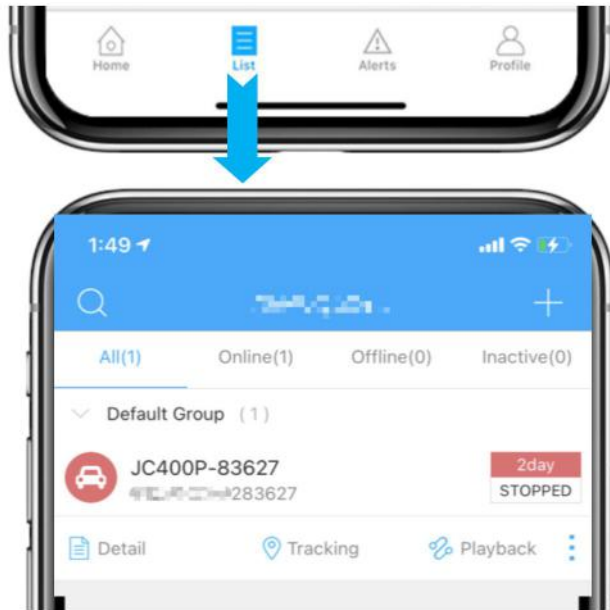
Youtube installation Video:

[https://youtu.be/4l\\_8jwnMq84](https://youtu.be/4l_8jwnMq84)

1. Go to 'List', you will see the JC400P you just bind.
2. You can tell the status of the device via the color of the icons.
3. To get a location and video or send any command, the device must be online.

Any problem contact Incoon Customer service

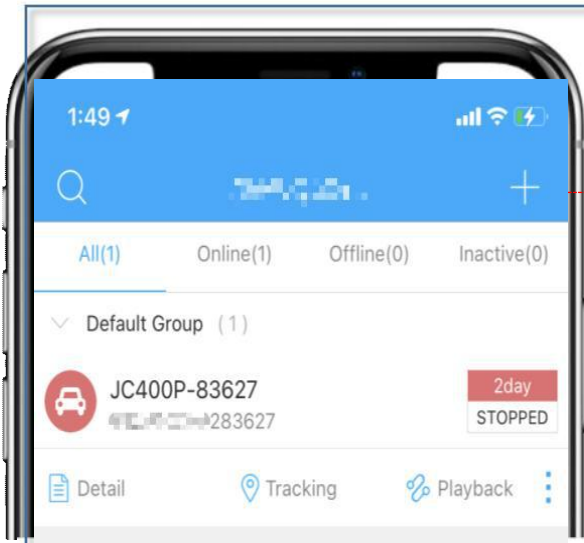
Click this button---



## 1.1 Status Indicator

|          |  |
|----------|--|
| ONLINE   | Car moving   |
| IDLING   | Car Parking but not flame out  |
| STOPPED  | Car parking and flame out  |
| INACTIVE | The camera is not activated, insert Sim card and insert the OBD plug to active the camera                              |
| OFFLINE  | The camera is offline, please check sim card data and cable connect, any problem, feel free contact with service team. |

# 7. Open App to check device to be online or offline ?



**Case 1 : Always inactive**

Check SIM band matches with JC400P Band or not?

Check JC400P signal light



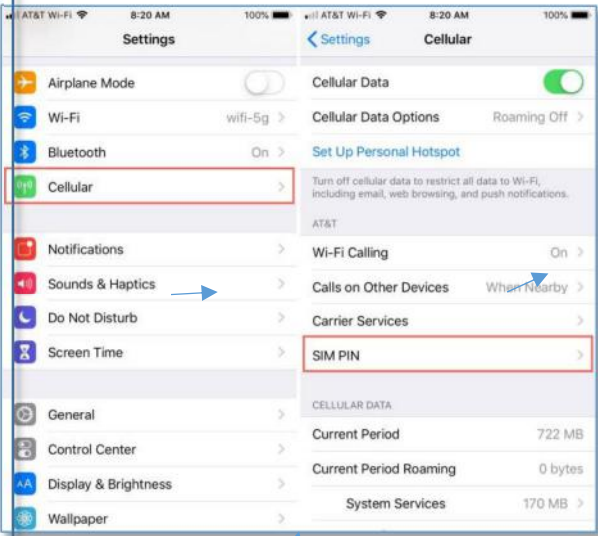
Case ①

If No Signal Light

Place it onto place that has better signal

Case ②

if Singal Light keeps on with no flashing



APN Setting

Take out SIM from JC400P

Use phone to set this SIM PIN to be Invalidate

SMS command: **APN,APNname,APNAddress,MCC,MNC**  
 E. g. **APN,epc.tmobile.com,epc.tmobile.com,310,240**  
 ("epc.tmobile.com " is the APN of carrier)  
 If you don't know how to send APN command, please contact our customer service help you.

Inquire about the APN information from this SIM card operator, then use phone to send SMS command to the SIM of JC400P

Insert this SIM card into JC400P again

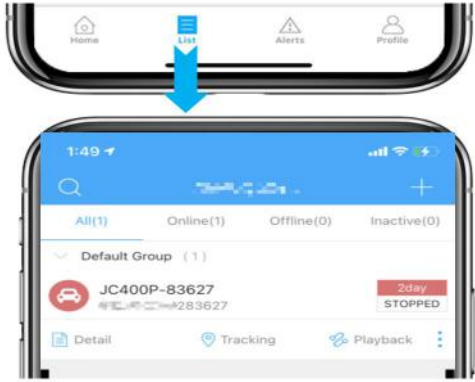
## 4.Leds Status Explanation



| Leds      | Colors | Connotation     | Status                   |  |
|-----------|--------|-----------------|--------------------------|--|
| Power Led | Red    | Solid On        | Device Powered On        |  |
|           |        | Blink Every 10s | Device In Sleep          |  |
|           |        | Off             | No Power Connected       |  |
| GPS LED   | Green  | Solid On        | GPS Signal Normal        |  |
|           |        | Blink Every 1s  | Searching for GPS signal |  |
|           |        | Off             | Device In Sleep          |  |
| GPRS LED  | Blue   | Solid On        | Network Healthy          |  |
|           |        | Blink Every 1s  | Network Error            |  |

# 4. LNCOON App Introduction

## 1: Bundle Sucessfully



Going to the list to see your Camera

### 2:Online/Stopoed is normal

If offline, please check if sim data is enough or not, if not, check local place signal strength

### 3:Address

it stands for the car current location, its function is different from "Tracking", it just shows the address but not driving route

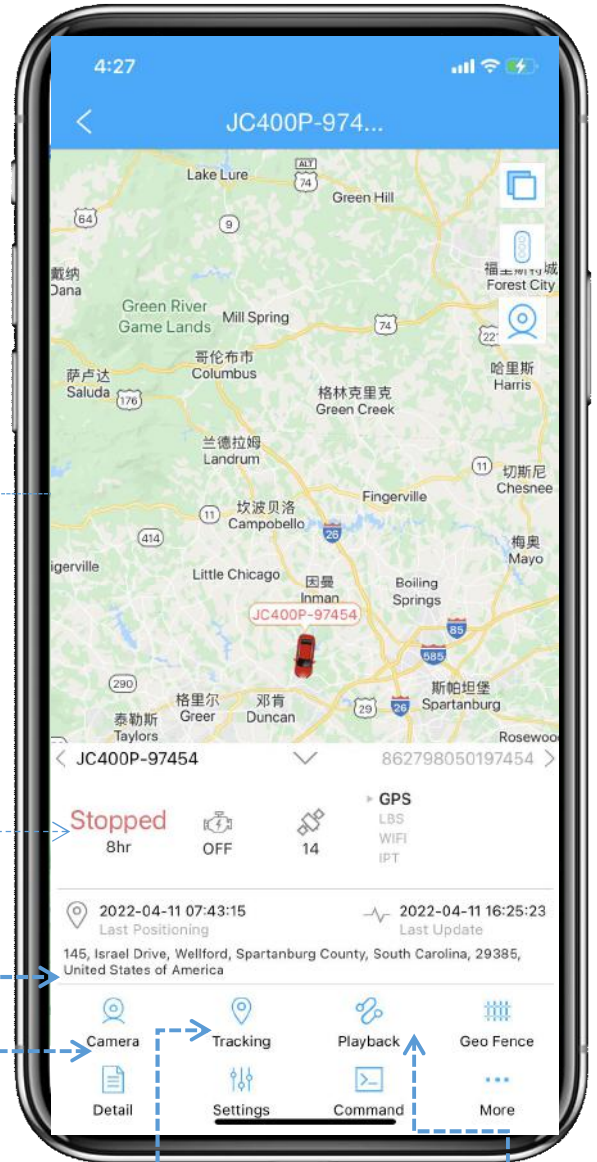
### 4: Live video

View live video and recorded video

### 5: Real-time Tracking

#### Tracking

Click it to view the page



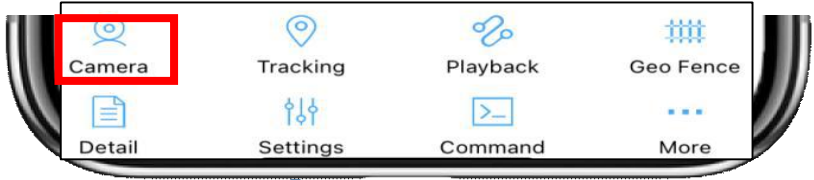
### 6:Playback

View the history of the Camera

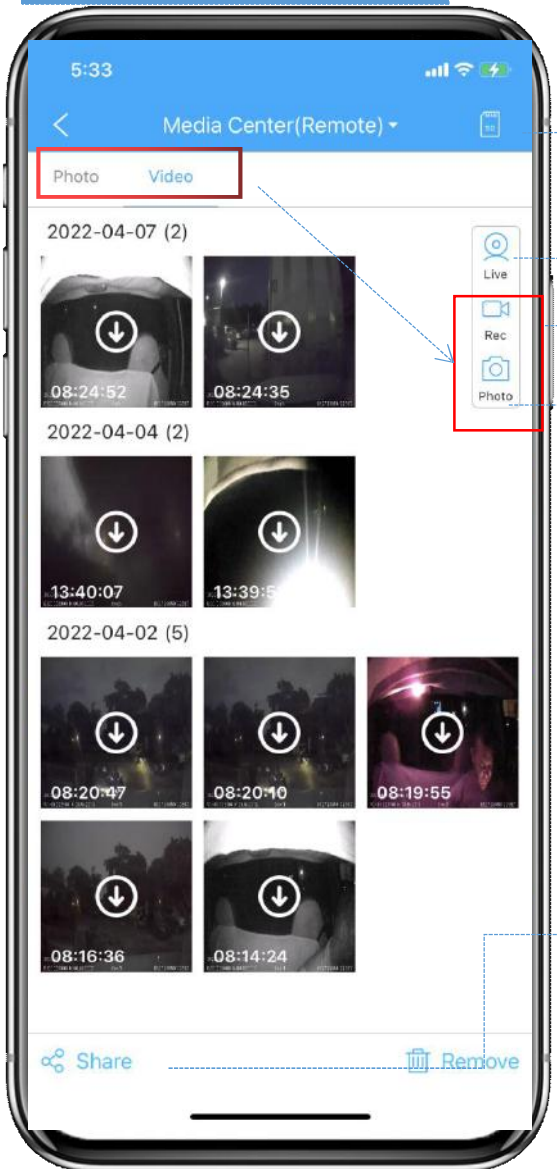
### 7:Geo Fence

You can set entry and exit

①:Click Camera  
Check your record video and photo



**Photo/Video**  
Photos & Videos are from  
"Rec/photo" by your shoot



**SD Card**  
View the photos & videos in  
TF card, it needs to let your  
phone to connect device  
Wifi

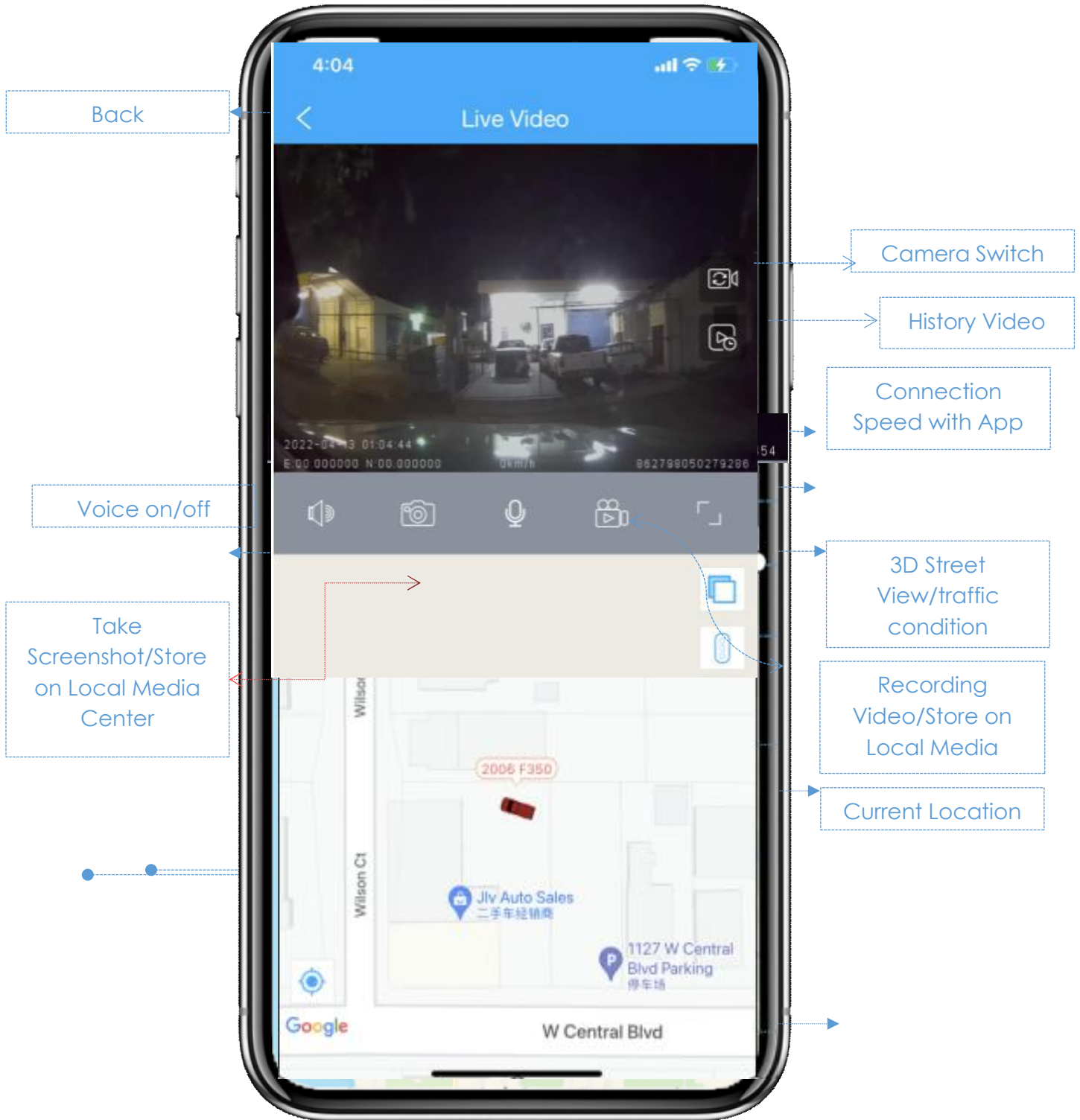
**Live Video**  
Click the button view your  
device live video

**Record Video**  
Remote record video, then  
you can see the video on  
Medial Central  
video(Remote)

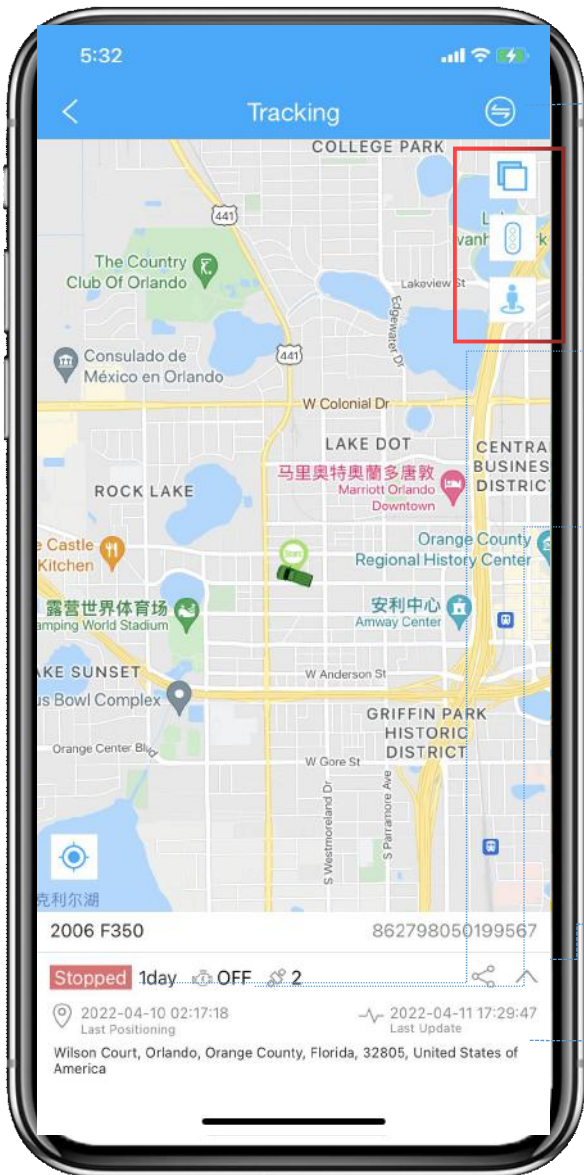
**Record Photo**  
Remote record photo, then  
you can see the photo on  
Medial Central

**Share**  
You can share your  
video/photos to  
anyone.(Notice :Need  
download first)

## ② Camera-live-live Video



### ③ Real-time Tracking



**Choose your camera**  
If you have many cameras,  
you can click here to choose  
one

**Online/Stopped**  
it means the device connects  
with TSPRO App successfully

**Acc on/off**  
The car of ACC opening and  
closing

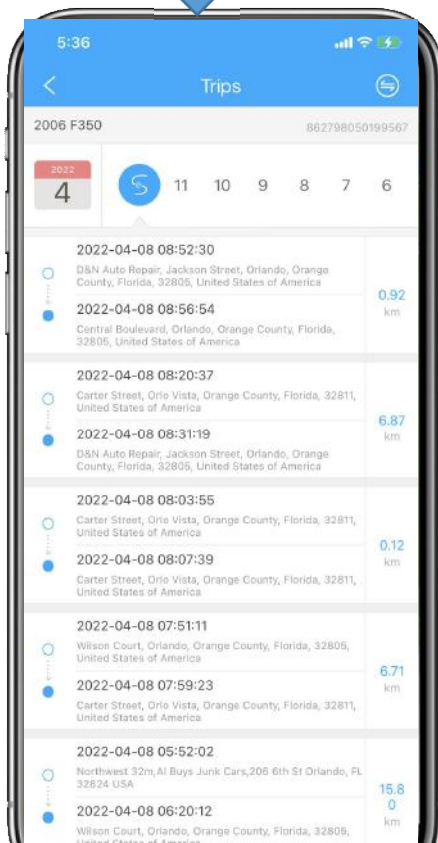
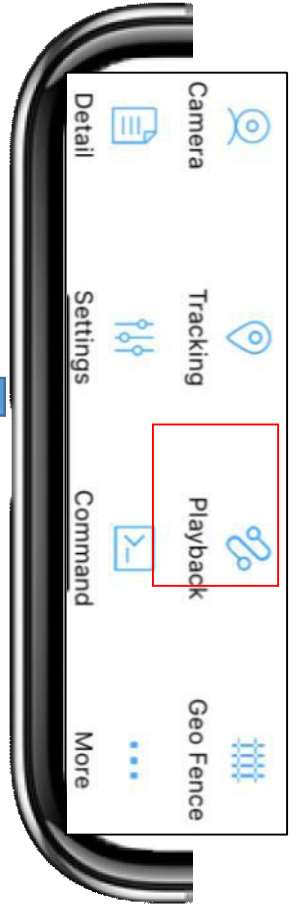
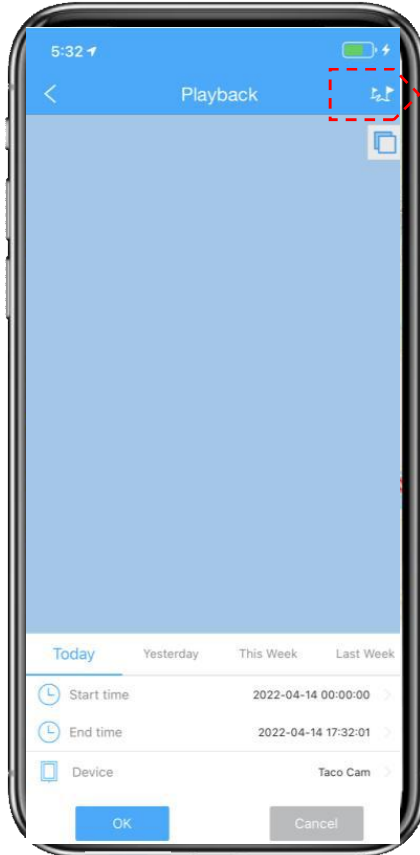
**GPS Signal**  
Keeping it above 8 can be well  
positioned. If it is lower than 8,  
update it in an open place  
outdoors.

Your camera imei  
number

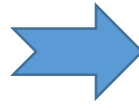
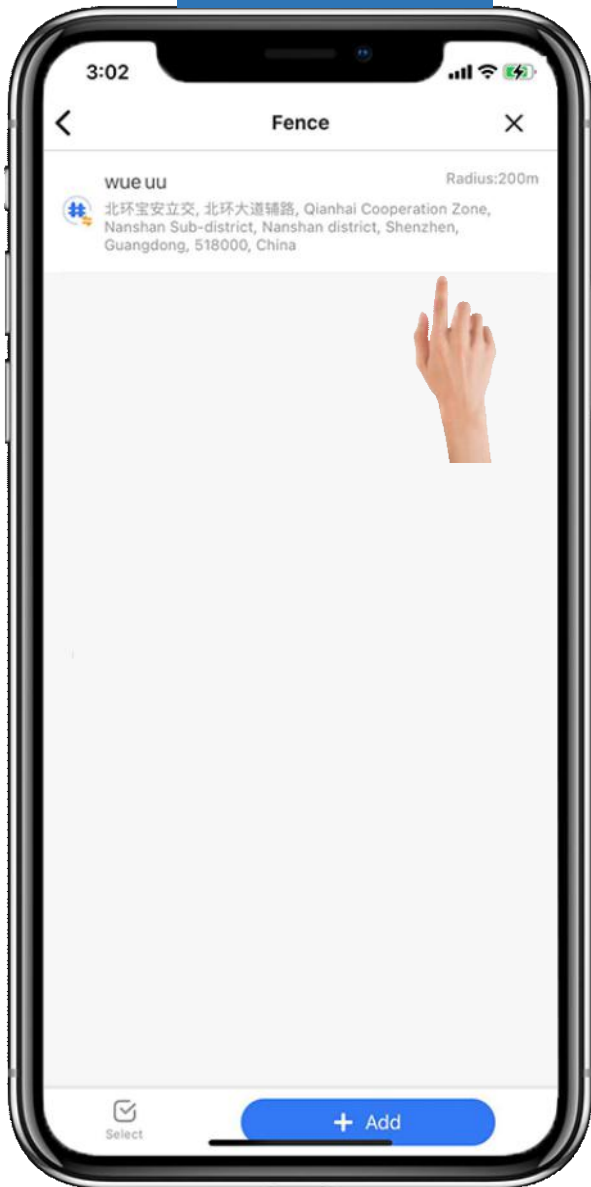
**Current Location**  
it stands for the current  
location of the car



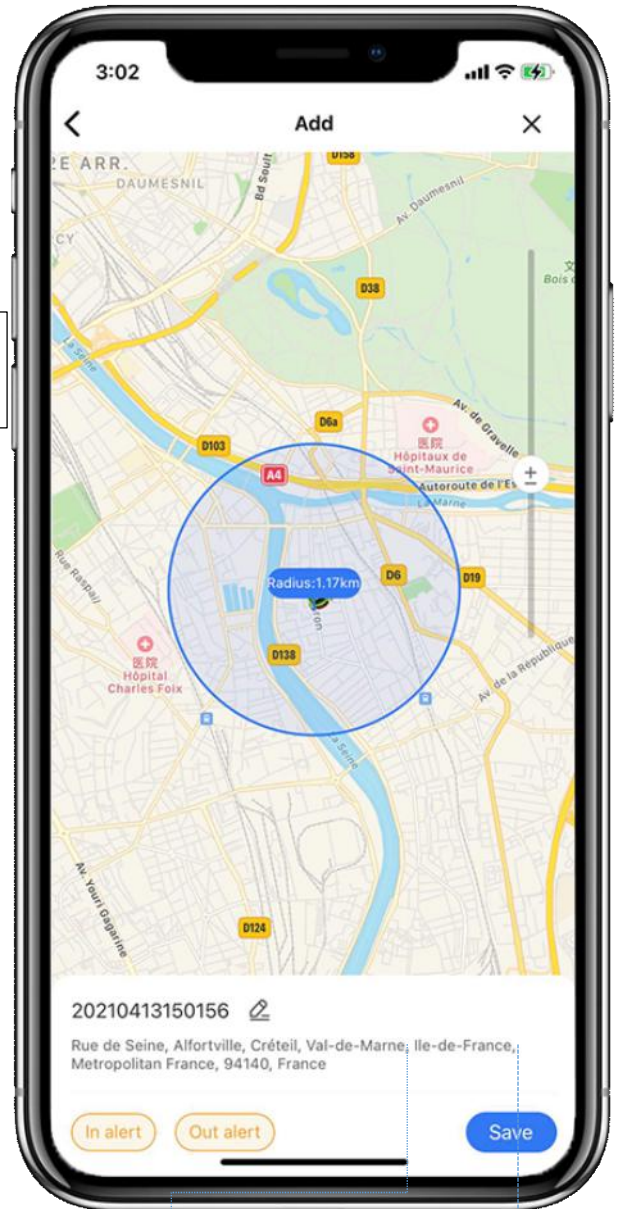
# ④ Playback



## ⑤ Geo-fence



Edit the  
fence



### Zoom In/Out

Set the exact meter of  
fence

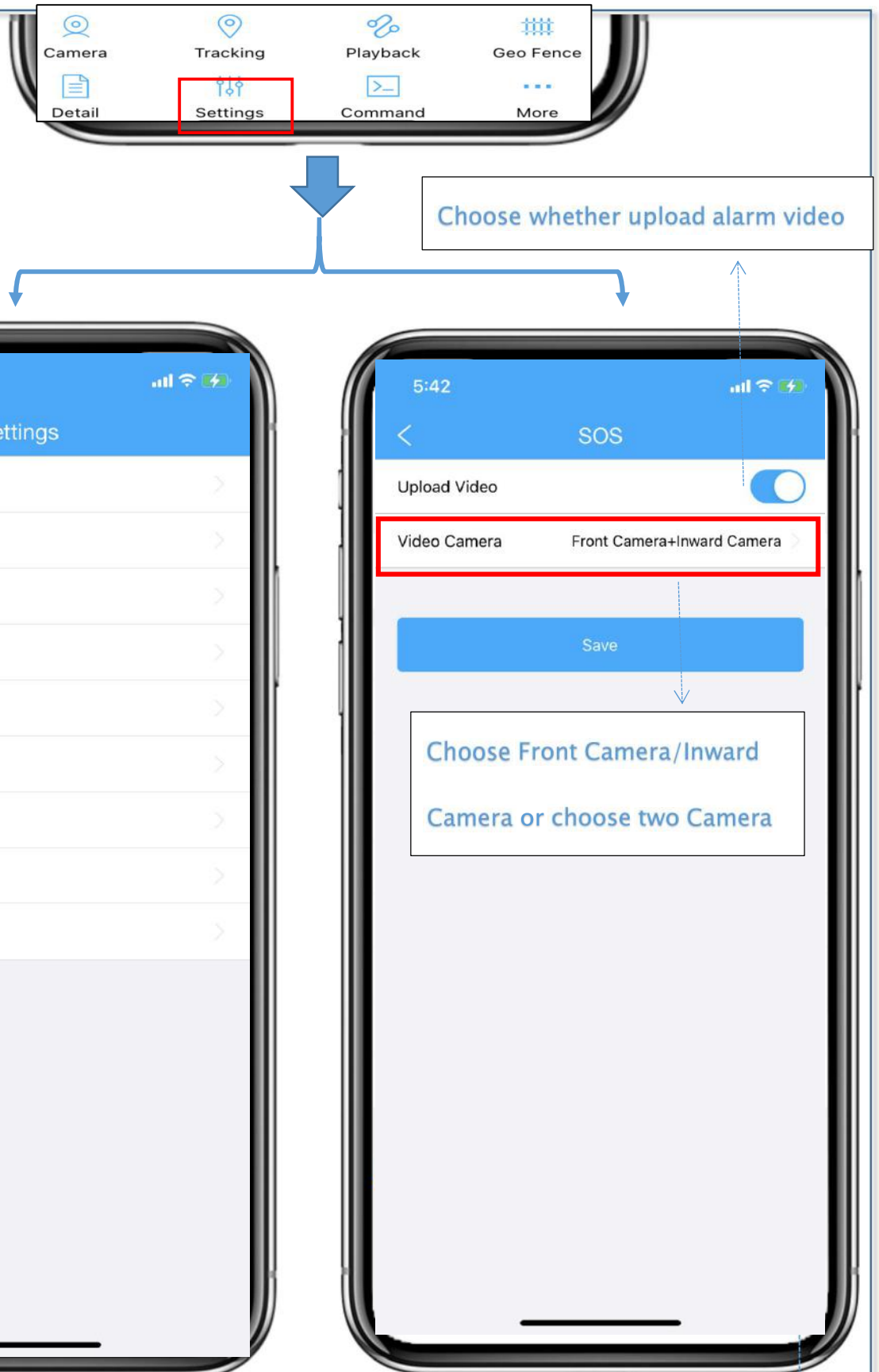
### Enter alert

Set the alert range of  
get in

### Exit alert

Set the alert range of  
come out

## ⑥ Setting



Choose whether upload alarm video

Choose Front Camera/Inward  
Camera or choose two Camera

# 7 Command



SOS number  
You can add your SOS number

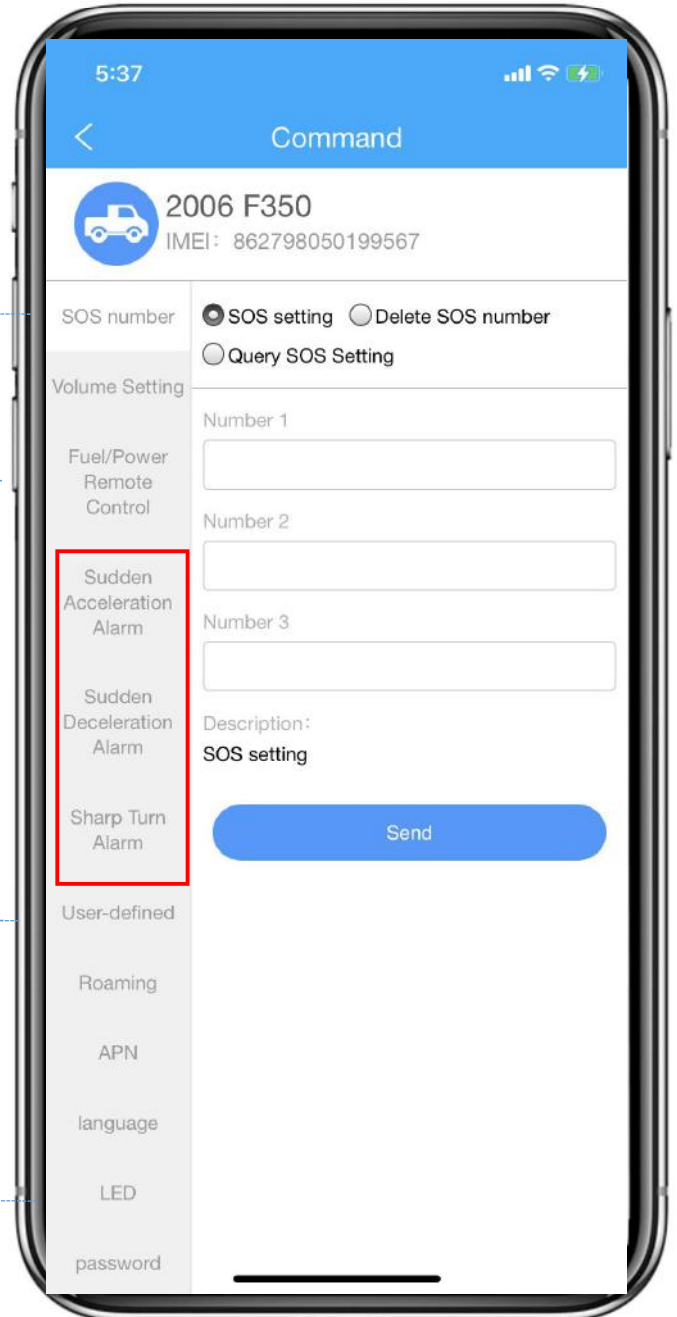
Choose High/Medium/low

Restore or cut off

Setting Sensitivity  
Choose High/Medium/low

You can send any command  
here

Turn on/off the led



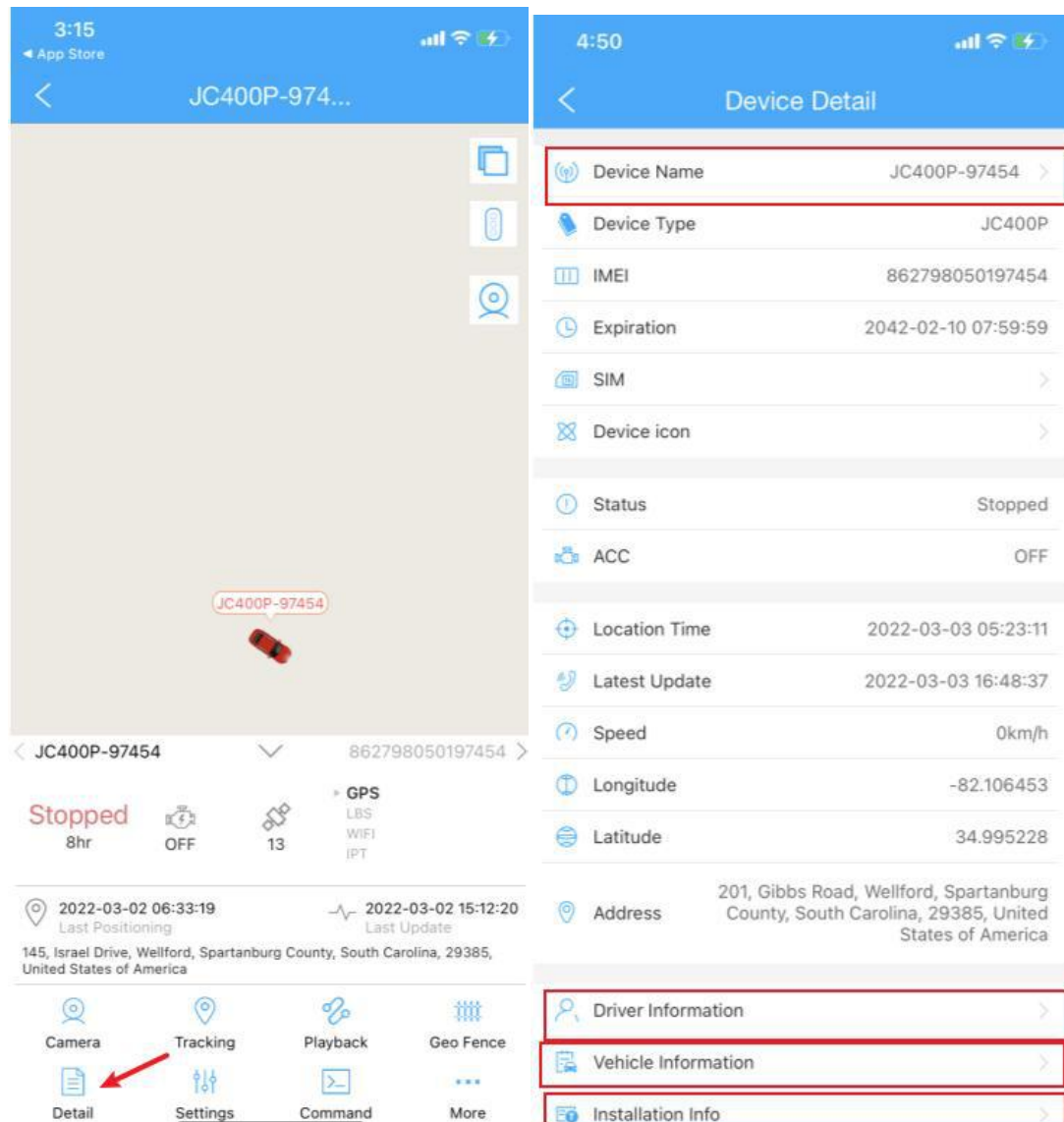
## ⑧ Notice



**SSID:**Your camera imei number

**Password:**Your camera imei number last eight digits/

→ Notice: Edit basic info about this device, Click Detail-you can change the device name and driver& vehicle information. Then click 'Save' directly to skip this step.



You can come back and edit the info anytime in the 'Detail' Page.

## 5.1 Product Specification

| Category      | Item                  | Parameter      | Remarks   |
|---------------|-----------------------|----------------|---|
| Hardware      | Memory                | 1GB+16GB       |   |
|               | American Version      | 4G             | FDD: B2/B3/B4/B5/B7/B12/B17<br>TDD: B38/B41(100M) |
|               |                       | 3G             | WCDMA: 850/900/1800/1900                          |
|               |                       | 2G             | GSM: 850/1800/1900                                |
|               | WiFi                  | 2.4GHz         | 802.11b/g/n                                       |
|               | GNSS                  | Support        | GPS/BDS   |
|               | Microphone            | Support        | For Remote Voice Communication                    |
|               | Speaker               | Support        | To Notify Drivers of Status or Events             |
| Interface Key | Reset Key             | Support        | On the Main Unit                                  |
|               | Interface             | Micro USB      | For Commissioning and Upgrade                     |
| Others        | Power Supply          | DC9-12V        | By OBD cable                                      |
|               | Battery               | External       | 450mAh  |
|               | Operating Temperature | -20℃ ~<br>+70℃ | /   |

## 5.2 Product Features

| No. | Feature        | Description   |
|-----|----------------|---|
| 1   | Loop Recording | This enables the device to record in loop when the vehicles is moving   |
| 2   | Live Video     | This enables the device to live stream images captured by cameras via the LTE network to the platform   |
| 3   | GPS Tracking   | This enables the device to upload location data and motion information via the mobile network to the platform for analysis  |
| 4   | Event Alert    | This enables the device to upload alert messages and video files to the platform when an event is triggered by collision, vibration, dangerous driving behaviro, emergency, speeding ...etc |
| 5   | SOS Call       | This enables the driver to notify the platform at the earliest time possible, make a call, and activate video recording when an emergency occurs  |



## 6.Troubleshooting



**The device shows offline,how can i check the problems?**

- check the sim card to see if support the 4g frequency or not
  - check the light blinks status, please back to the page4 to deal with the problems.
- When you car ACC off, the device is also offline.



**My device is turned on, but the phone can not connect with the WIFI. Why?**

- Please check the wifi signal is strong firstly; then make sure the password is right.



**The Dash Cam has not yet locked onto the precise location.**

- Please check the green light blink status. If the device is solid on, it means the gps signal is good. If the light blink every 1s, it means the device searching for the signal.



**My device has been turned on for some time, but it is not updating about the live video . Why?**

If the blue LED is blinking once every 1 seconds, it means the sim card's frequency is error. Please send the APN command. If the unit is still not updating on the platform, contact Tech Support

[sales@Incoon.com](mailto:sales@Incoon.com)

# Contact Us

Any problem, please do not hesitate to contact us, you'll do get the quick answer and get the 100% satisfied solution. Click LNCOON

app button 



[facebook.com/Lncoon](https://facebook.com/Lncoon)



+86 18839787338



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