

D51 GPS Tracker

(User Manual)



Email: support@Incoon.com

Website: www.Incoon.com

Tracking Platform: Incoon.com/download



@Incoon



@Incoon.gps

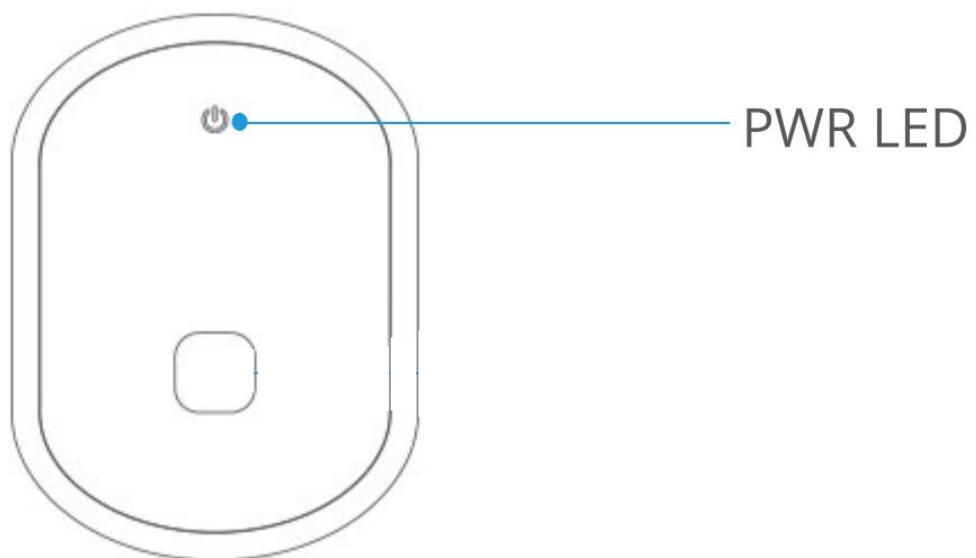
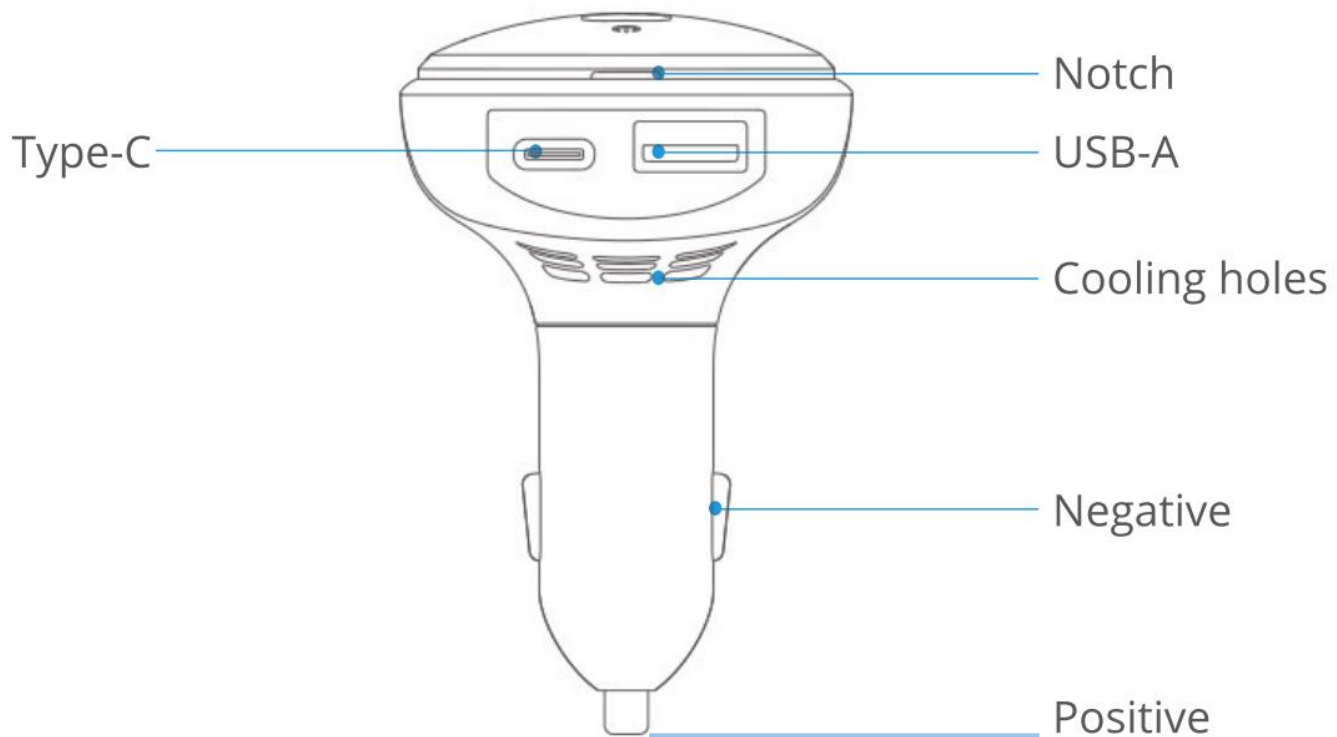


LNCOON Group

Content List

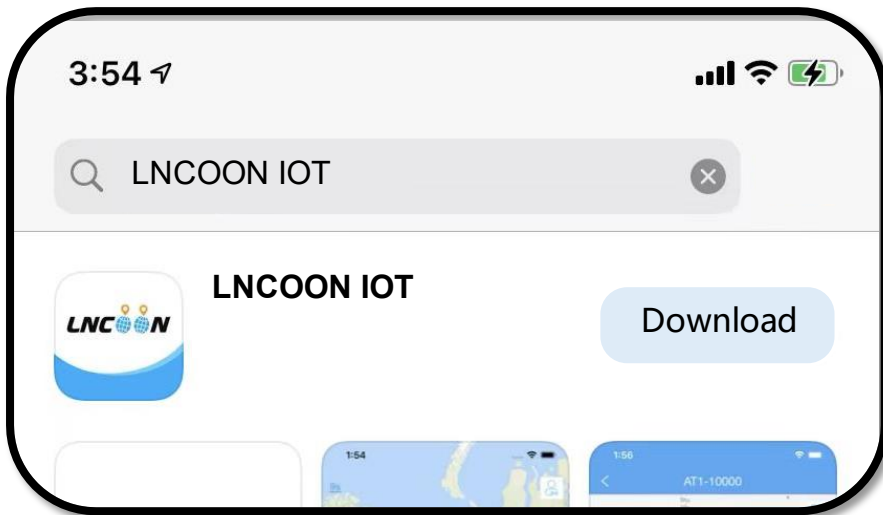
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Appearance



Download App

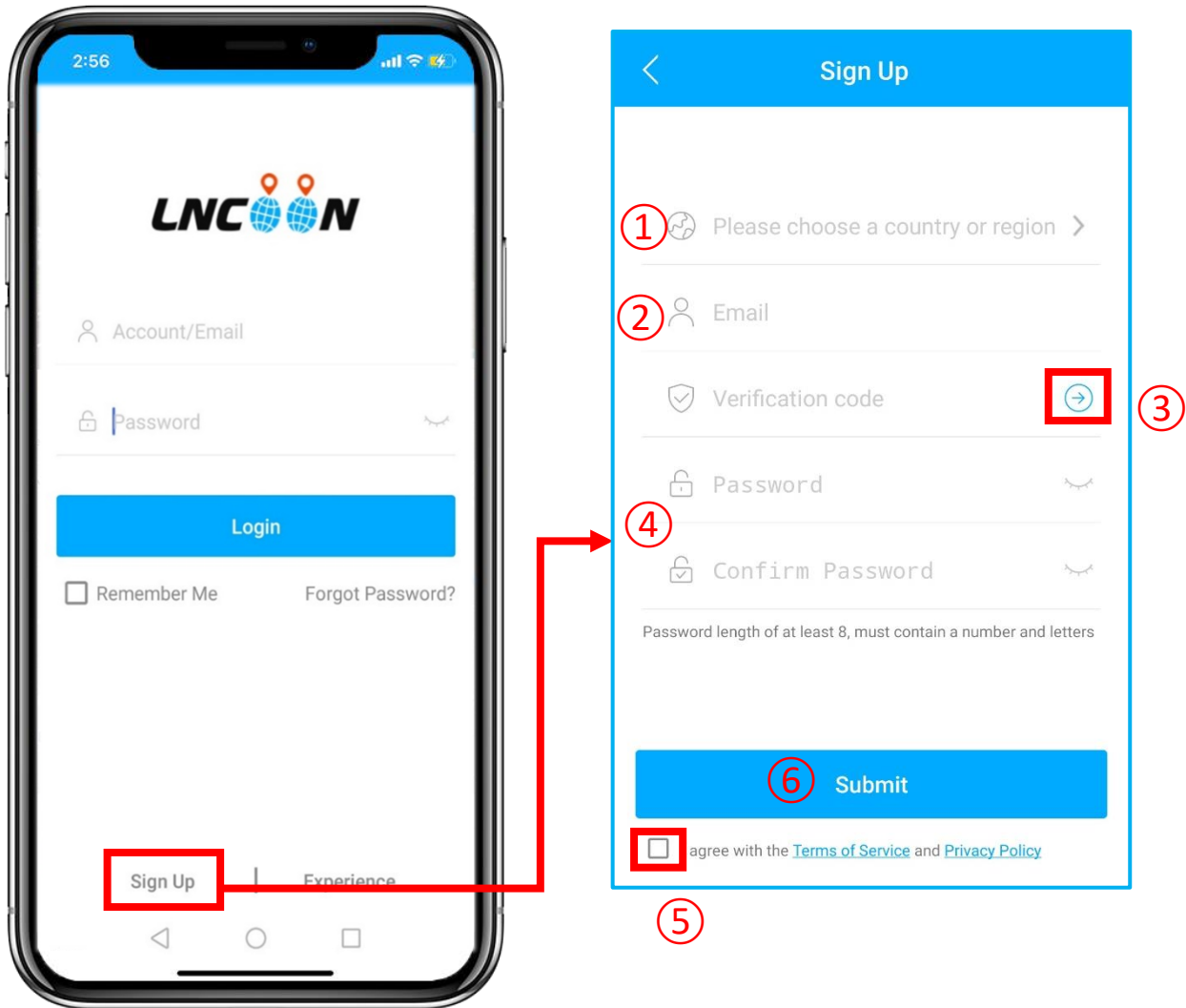
- Search “Lncoon IOT” in [App Store](#) or [Google Play](#) to download.



- Visit Lncoon website: Lncoon.com/download to find quick download link.



Sign up & Log in

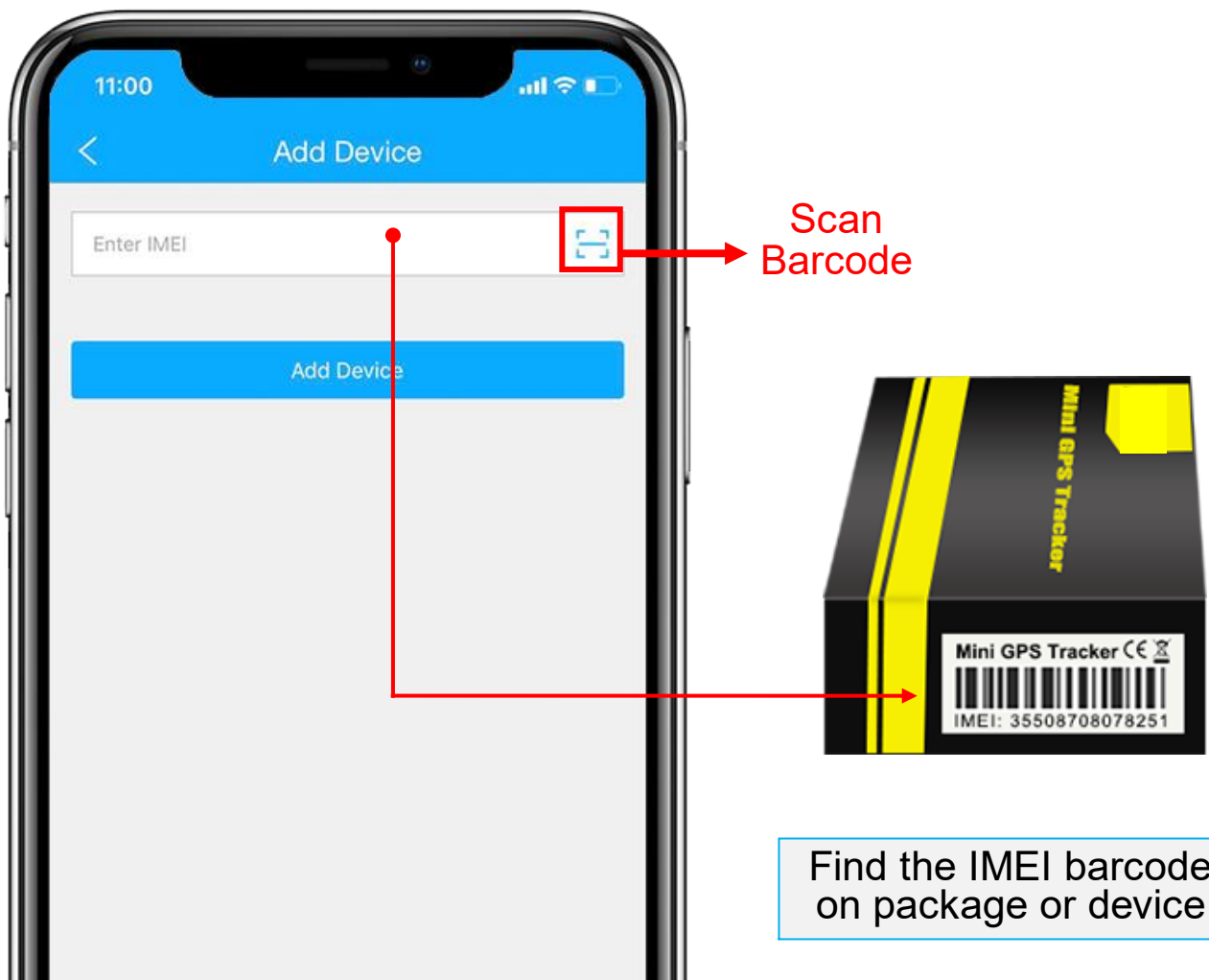
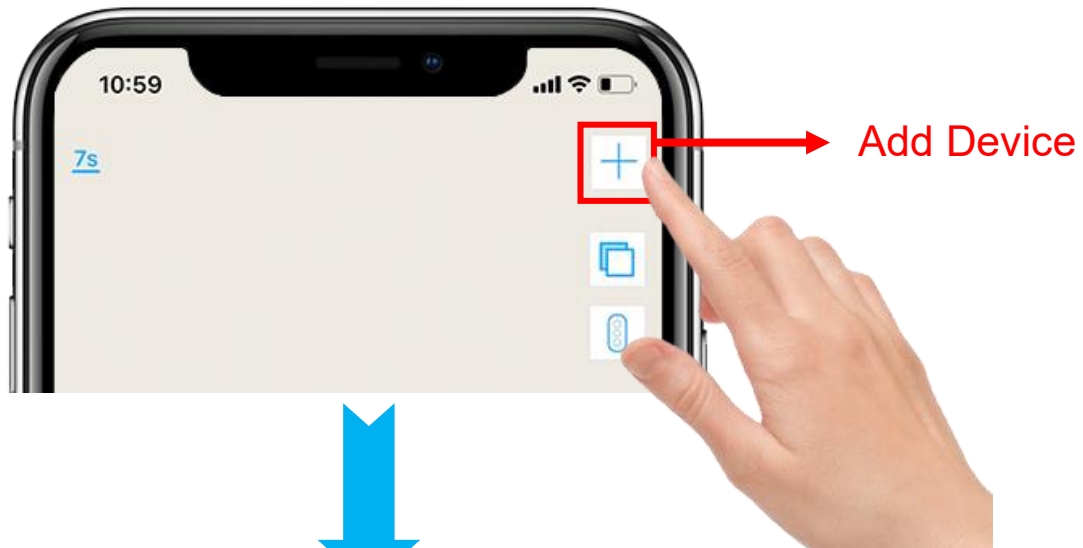


● Click **Sign Up**

- ① Choose your country or region
- ② Enter a valid email address
- ③ Click '→' to get a verification code from noreply@track9999.com
- * (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.

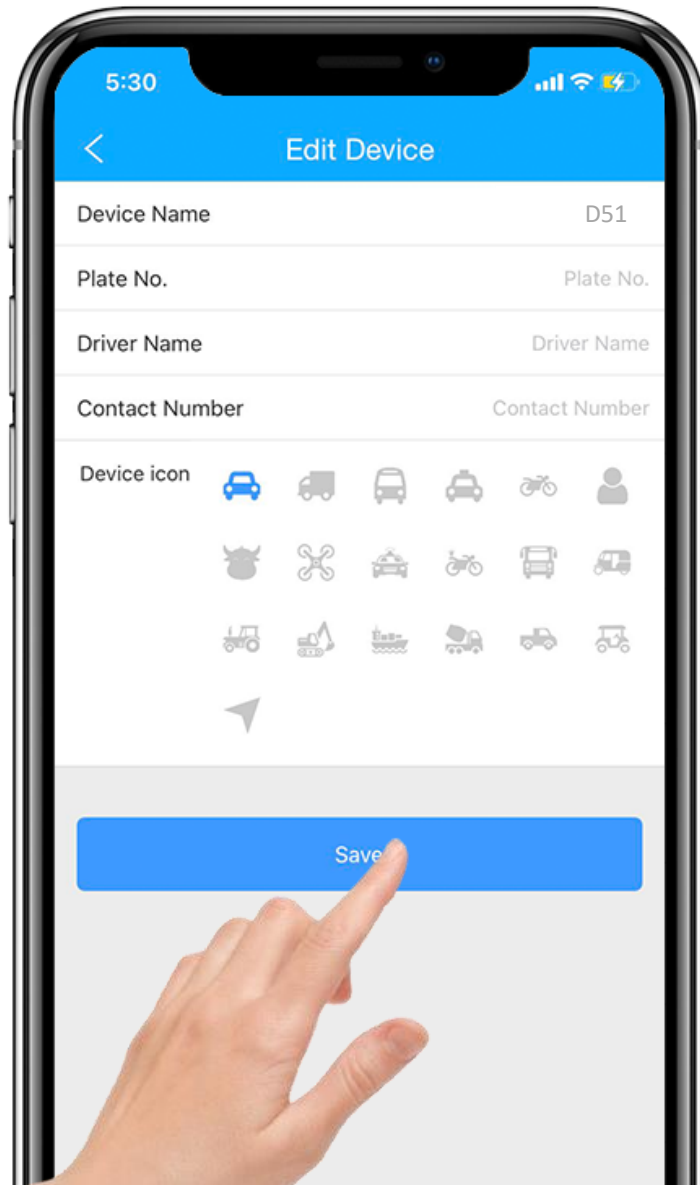
Add Device



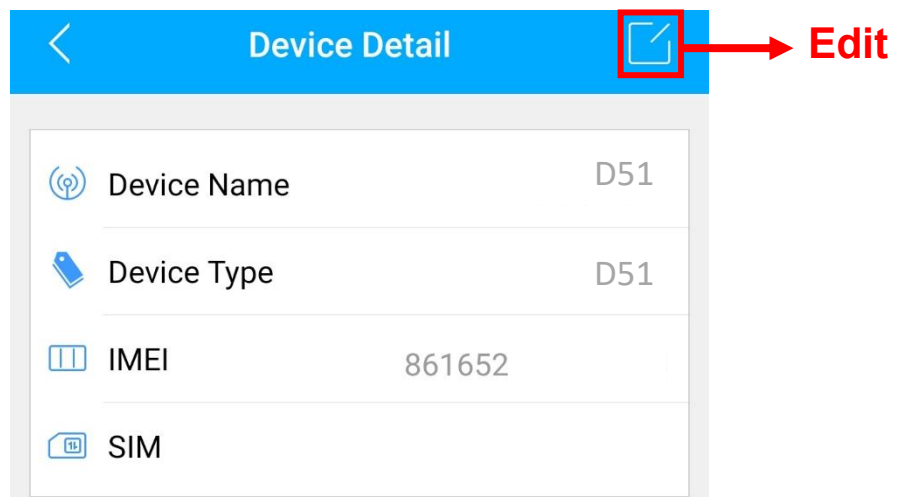
1. Click the '+' on the top right to add device.
2. Scan or type in the IMEI number on the package or device body.

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

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

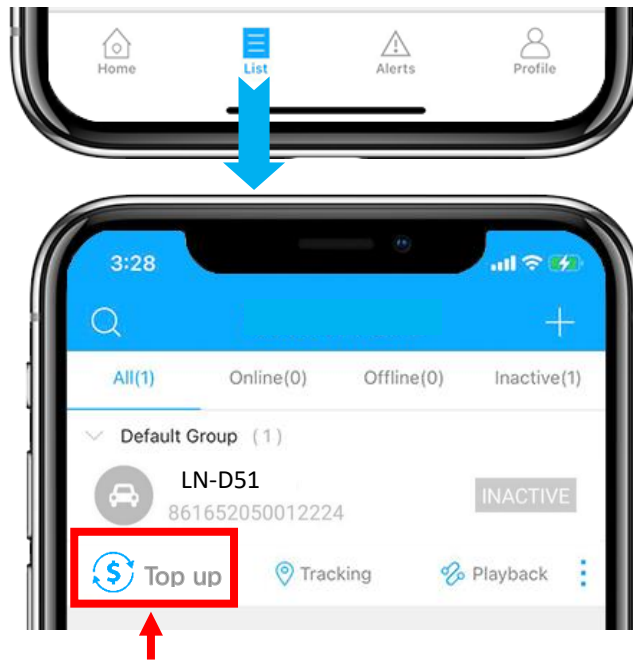


5. You can always come back and edit in the **'Detail'** Page later.



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



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

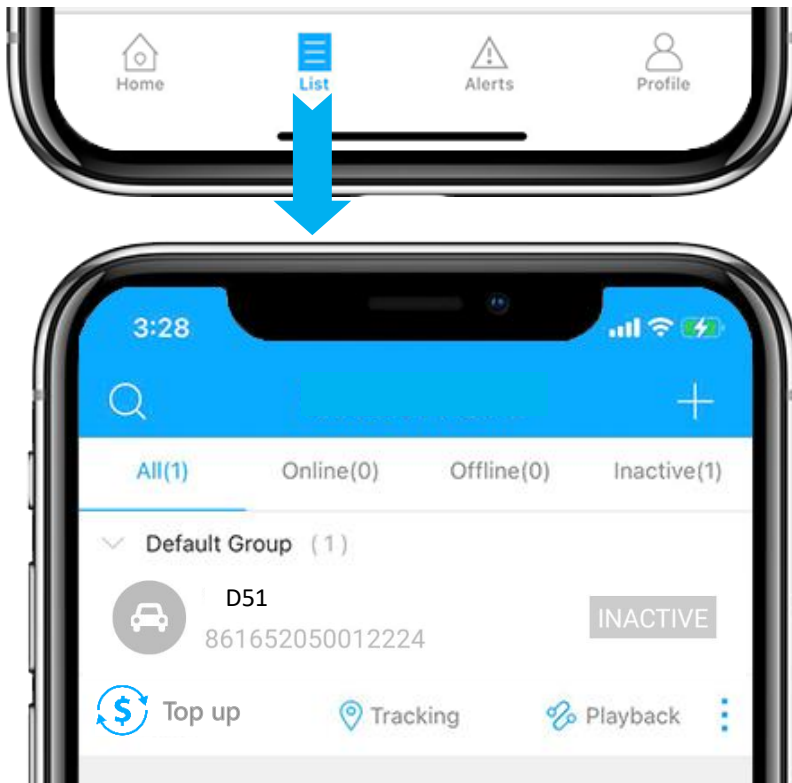
Insert & Power on

- Connect the device to the cigarette lighter when the vehicle is ignition on.
- If the device remains inactive, please try to unplug the device, wait until the LED lights are off, and then reconnect the power supply.



Ensure Device Online

1. Go to 'List', you will see the D51 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

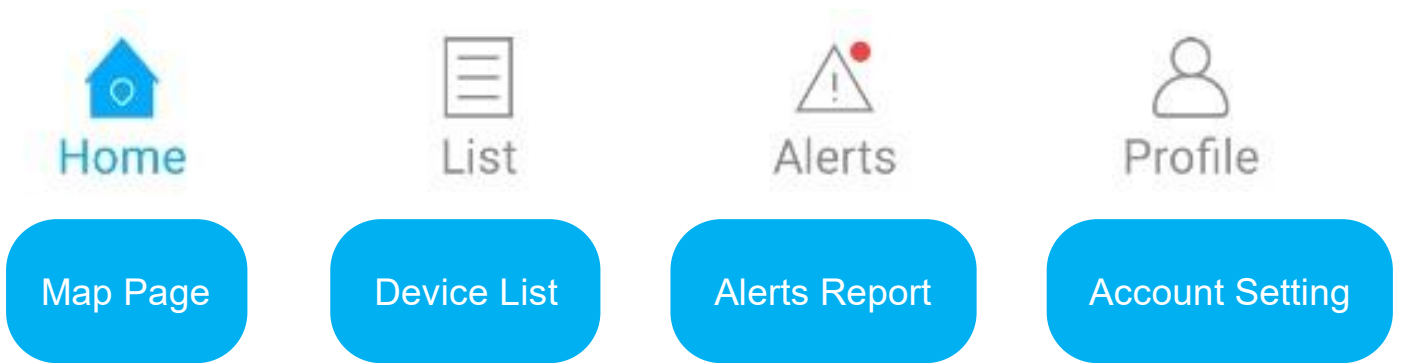
- Check whether the device is well connected to the power supply.
- Check if your subscription is expired.

Get Help


- Live chat with us by clicking the service icon 
- Email: support@Incoon.com
- Messenger us on Facebook: m.me/Incoon
- WhatsApp: [+86 188 3978 7338](https://wa.me/+8618839787338)
- Leave a voice message or text us: +1 (530) 564-8658
- Check the FAQ Library on website: Incoon.com/FAQ

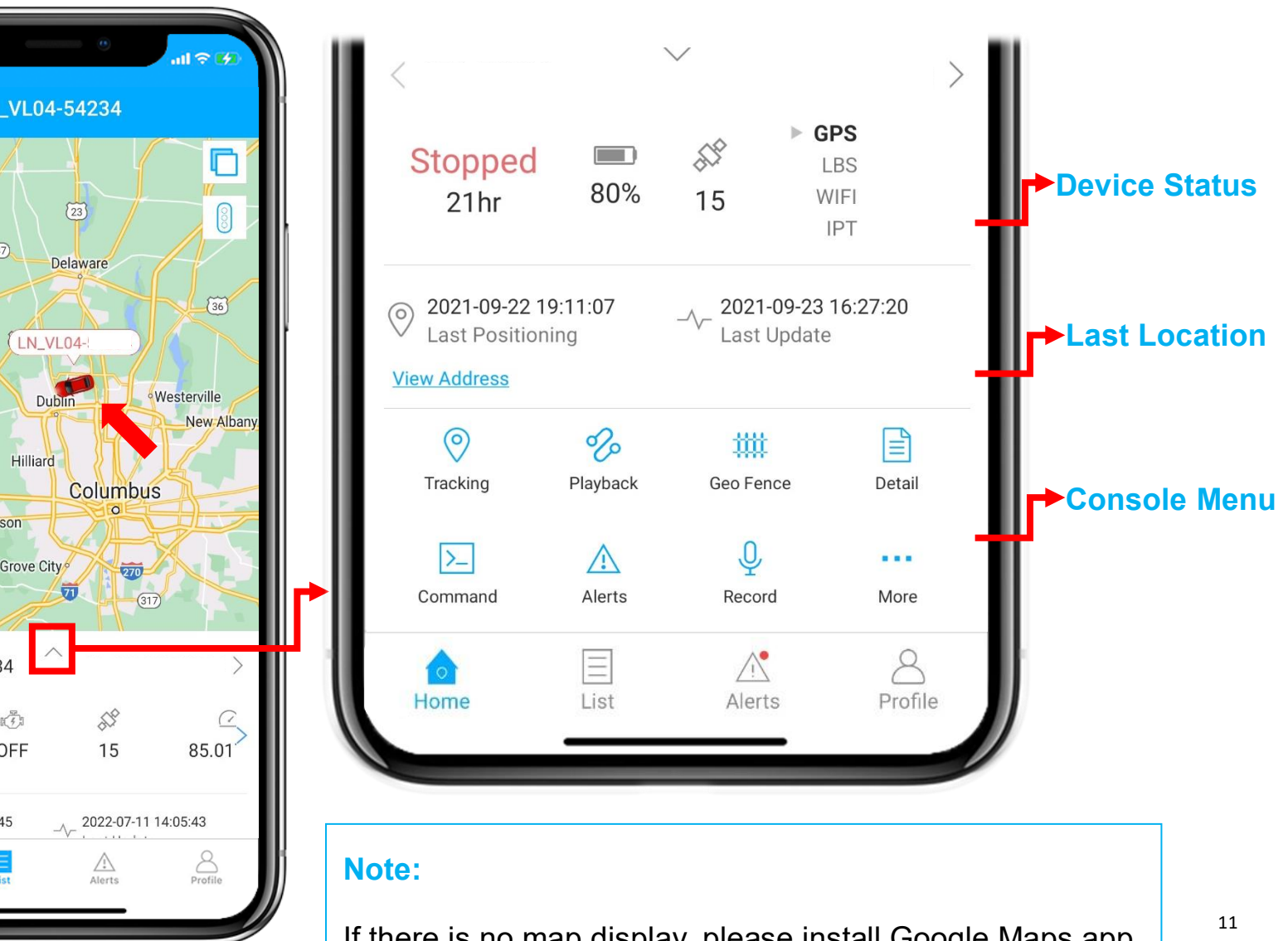
App Instruction

● Bottom Menu



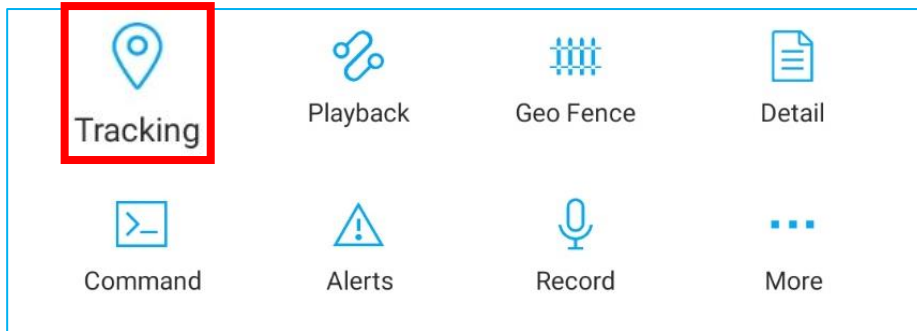
● Console Menu

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

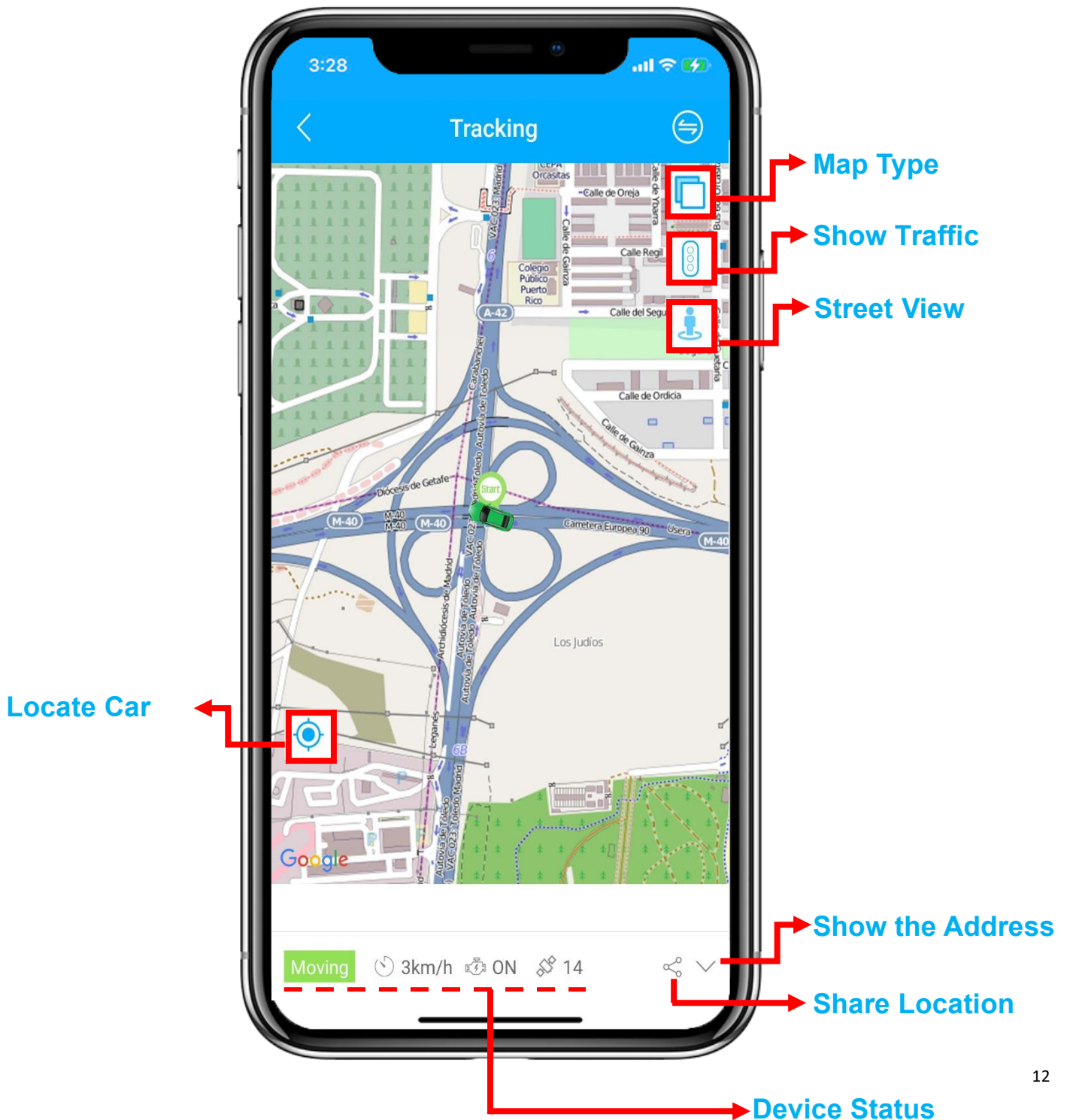


Note:
If there is no map display, please install Google Maps app.

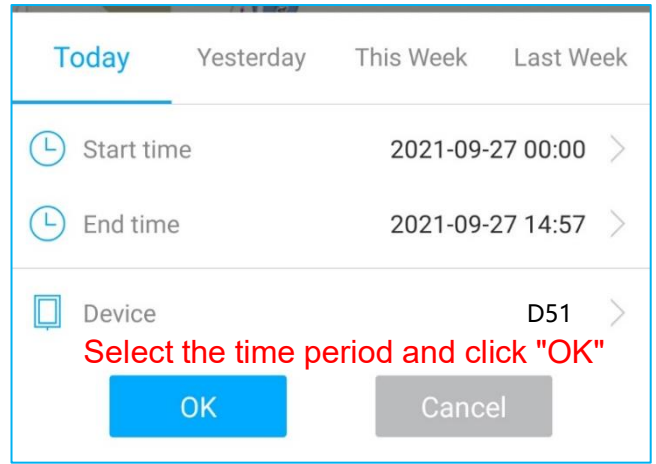
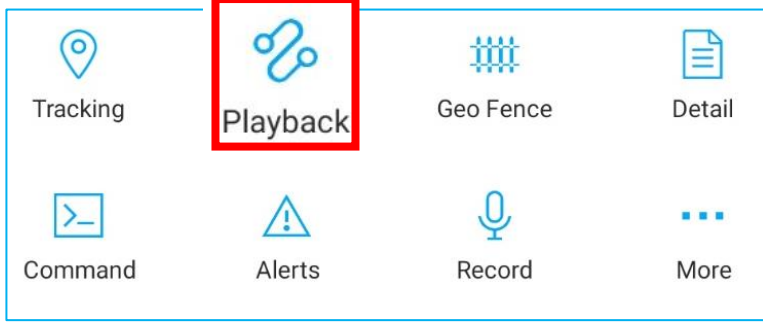
Real Time Tracking



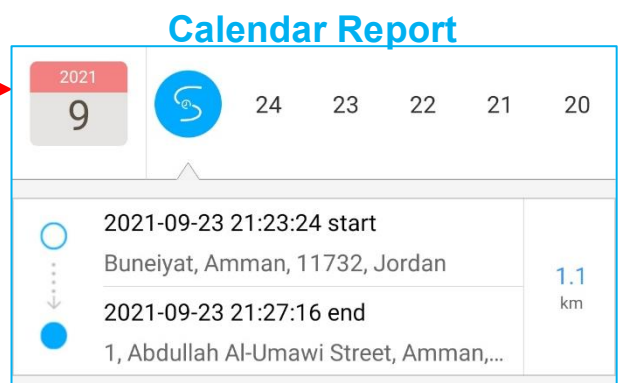
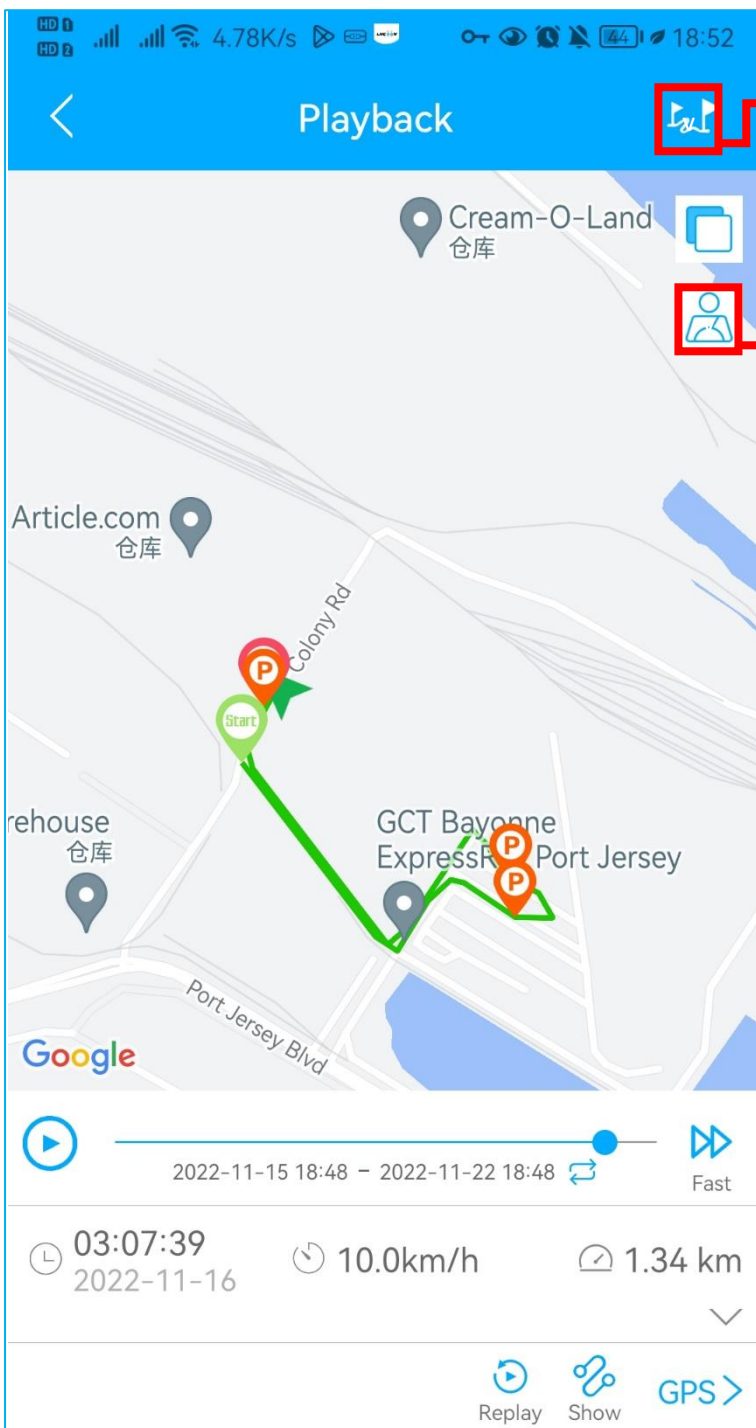
- Tapping on 'Tracking' to enter tracking page.



History Playback



● Click 'Playback' to search the historical trips.



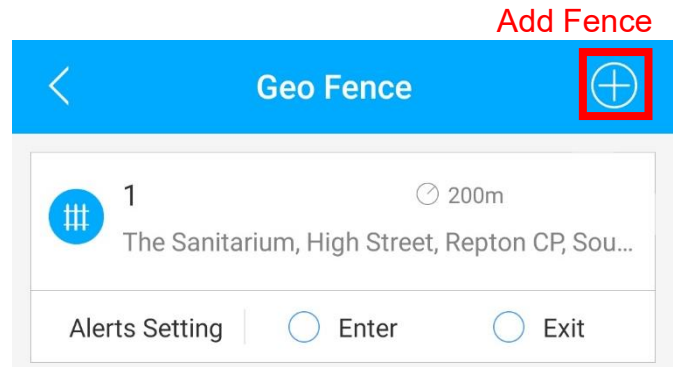
Play & Pause

Speed up
Slow

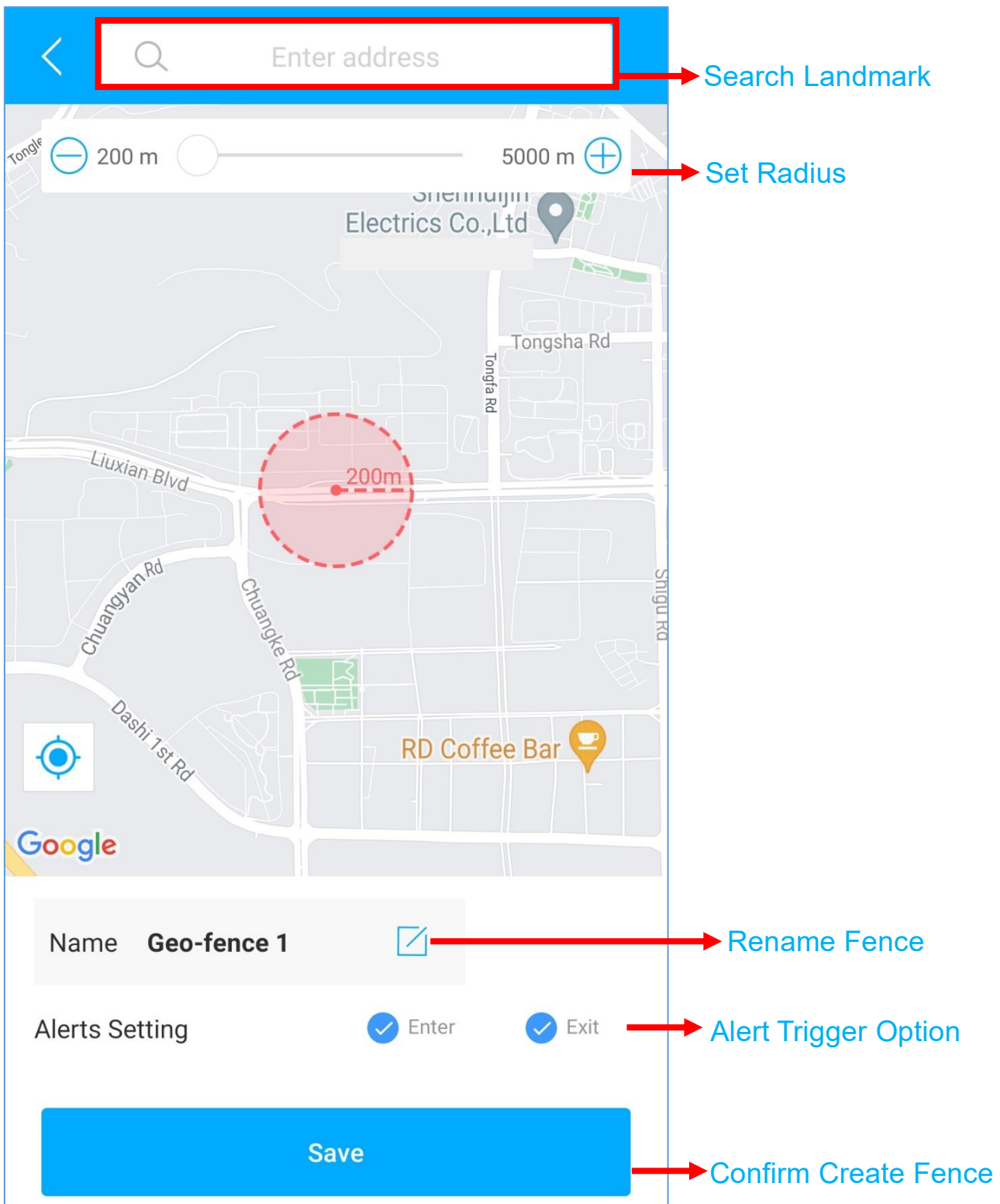
Hide / Show the line
Hide

Choose another period


Geo Fence

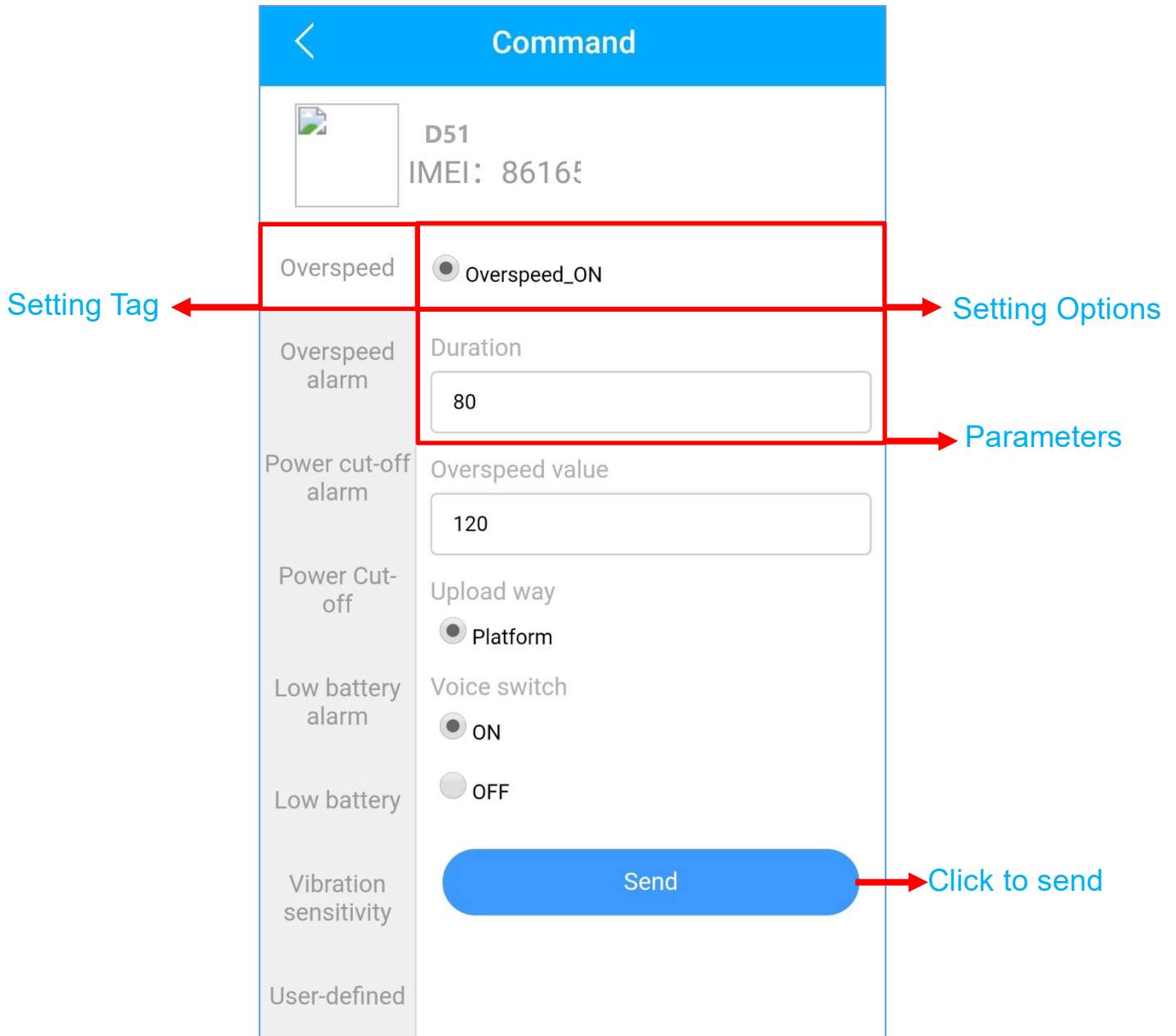


- Click 'Geo Fence' to manage your customized fences.



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.