

# AT1 Magnetic 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

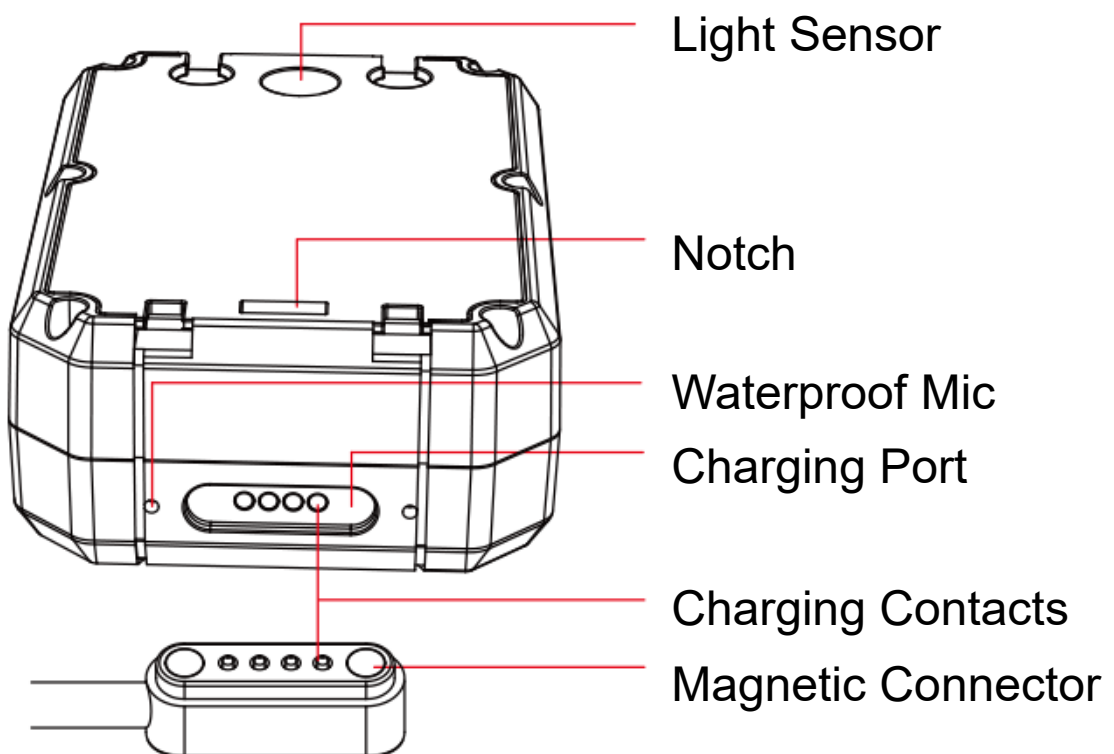
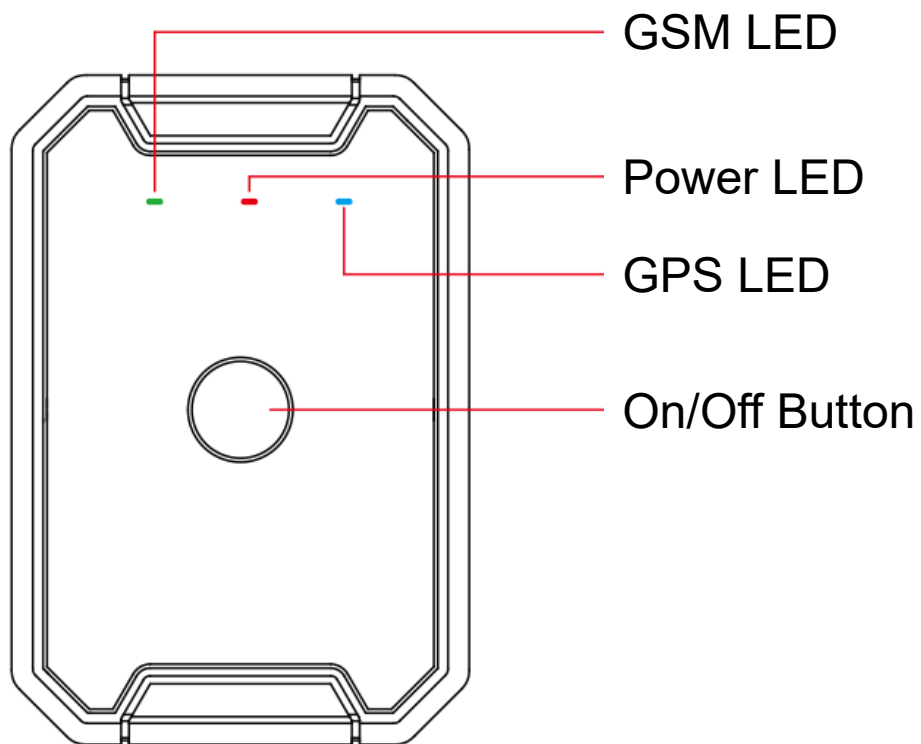


WhatsApp Group

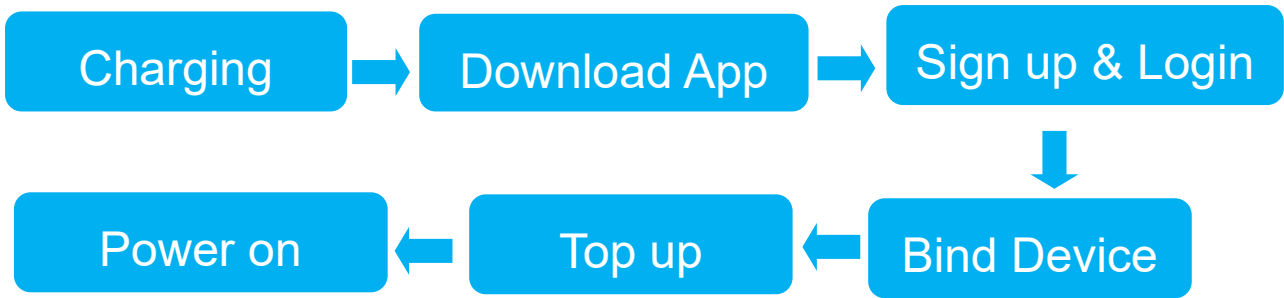
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# Appearance

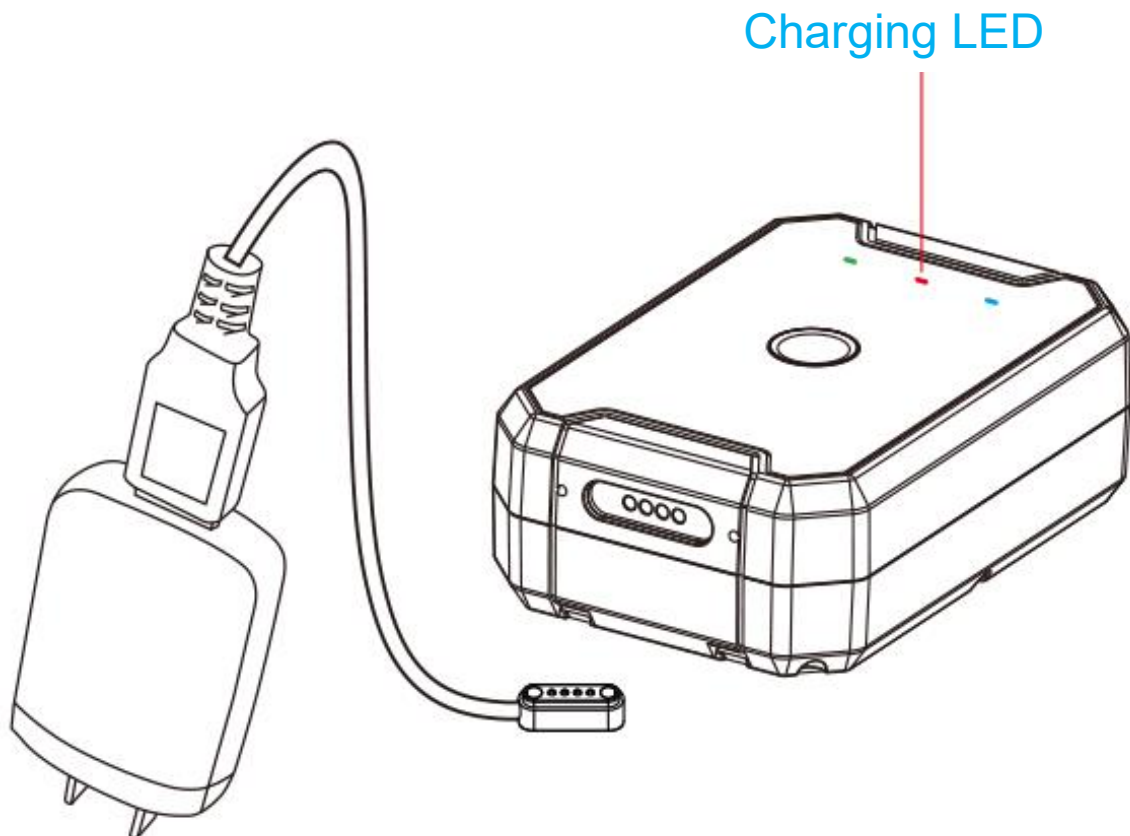


# Quick Setup



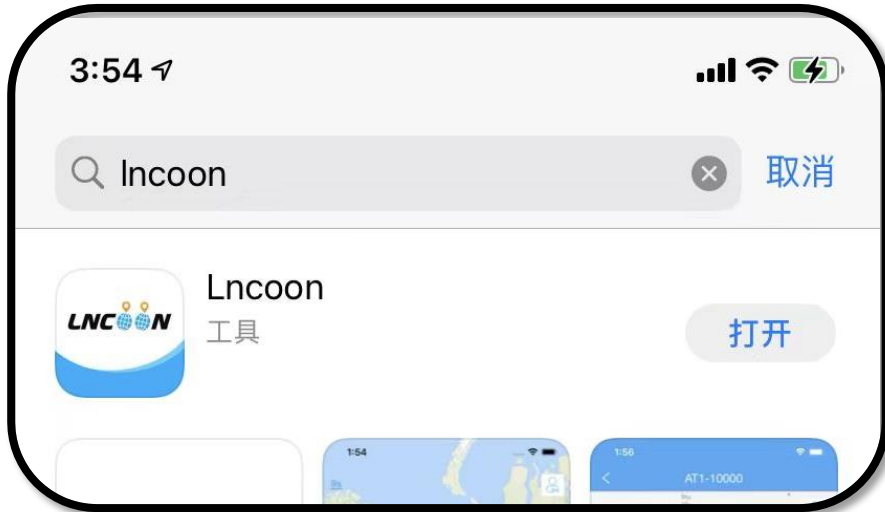
## ➤ Charging

- Charging the device with original adapter and cable before use.
- The **red LED** is always on when charging, and it flashes slowly when it is full.
- A full charge usually takes about 3 hours.



## ➤ Download Lncoon App

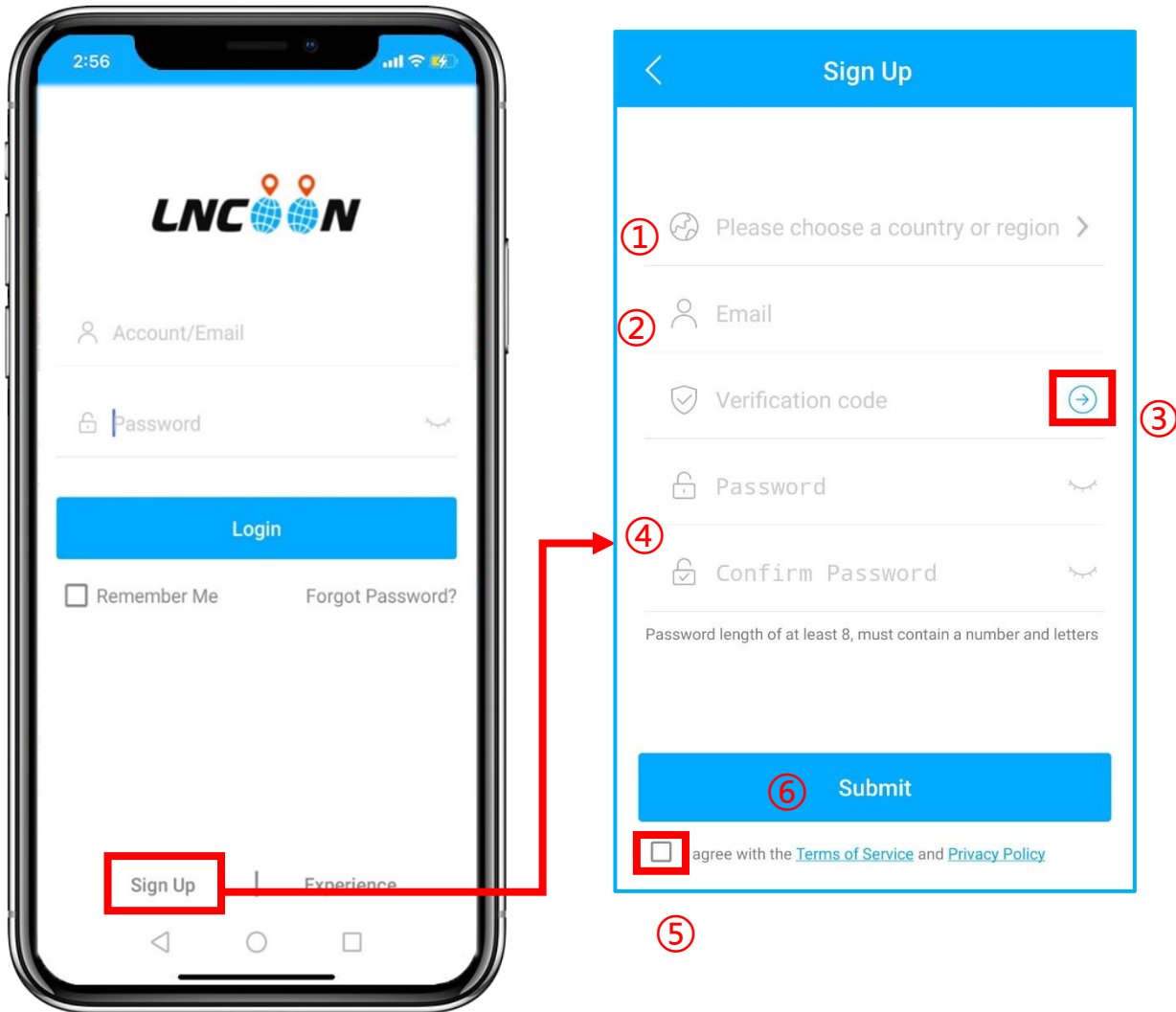
- Search “Lncoon” in [App Store](#) or [Google Play](#) to download.



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



## ➤ Sign up & Log in

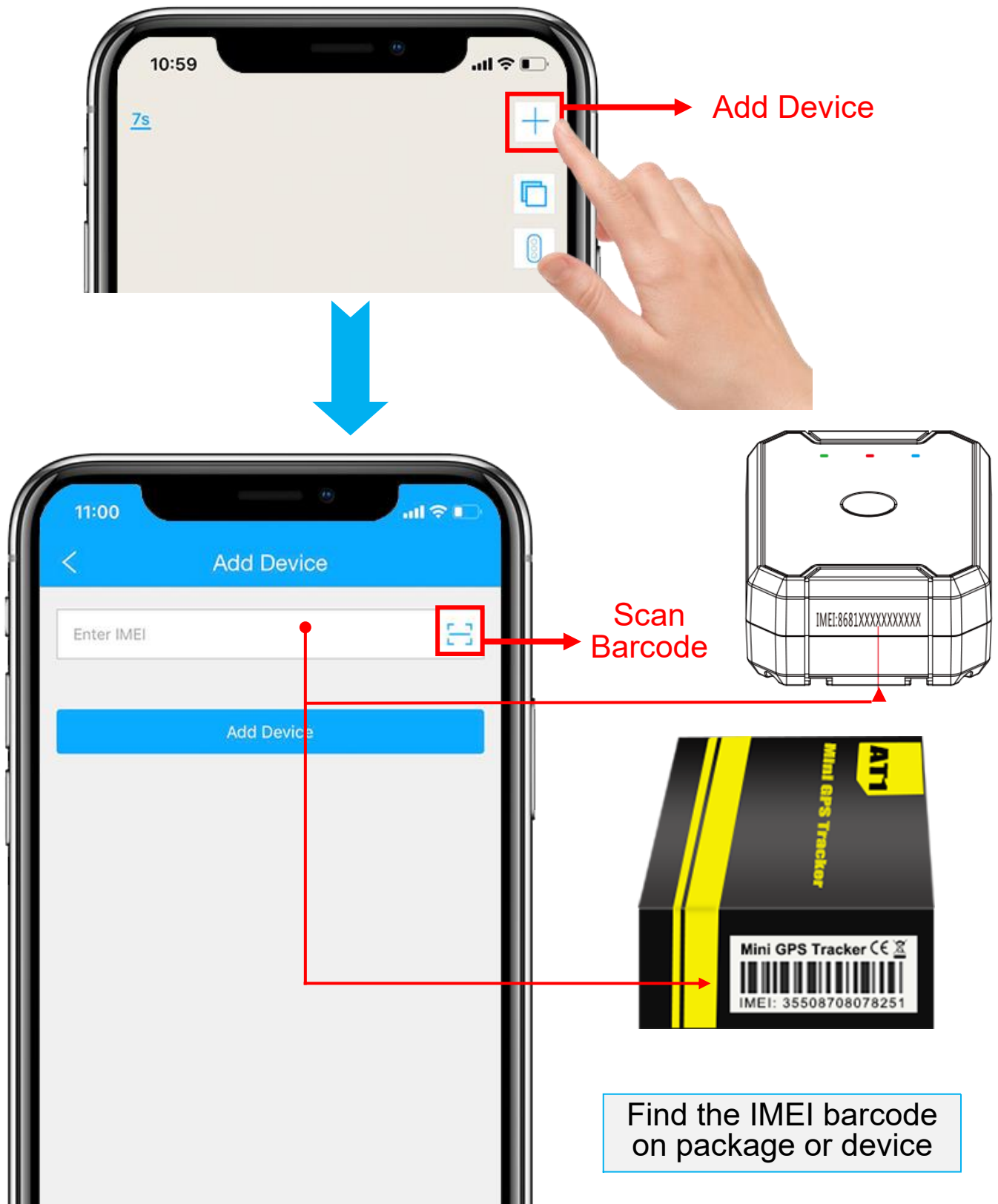


### ● Click **Sign Up**

- 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**

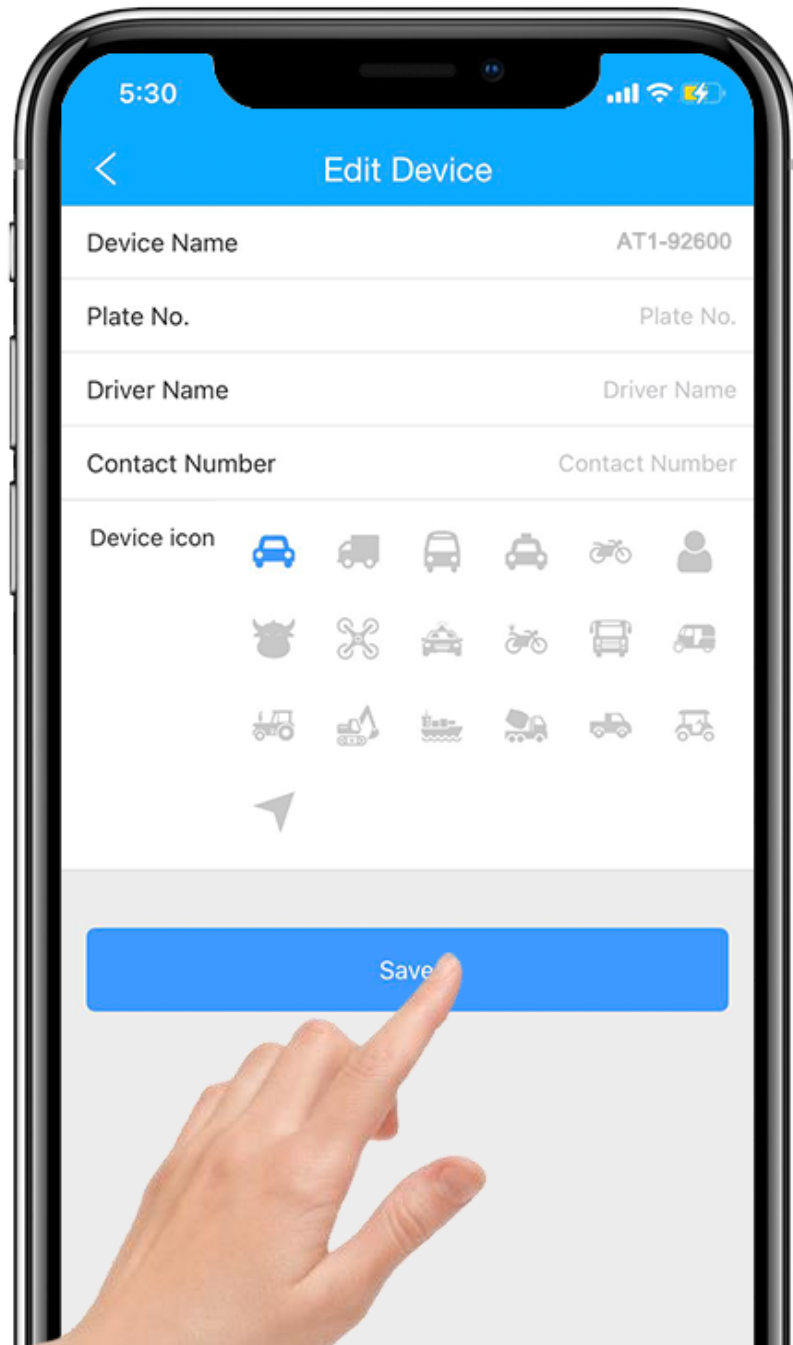
\*The App will automatically log in to your account, please remember your account and password for future login.

## ➤ Bind Device

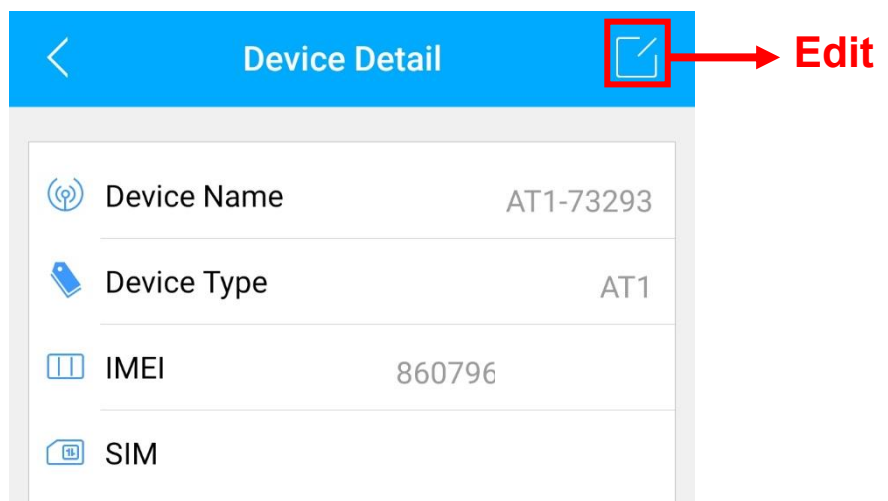


1. Click the '+' on the top right to add device.
2. Scan or type in the IMEI barcode on the package or device body.
3. Click 'Add Device' to confirm binding.

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

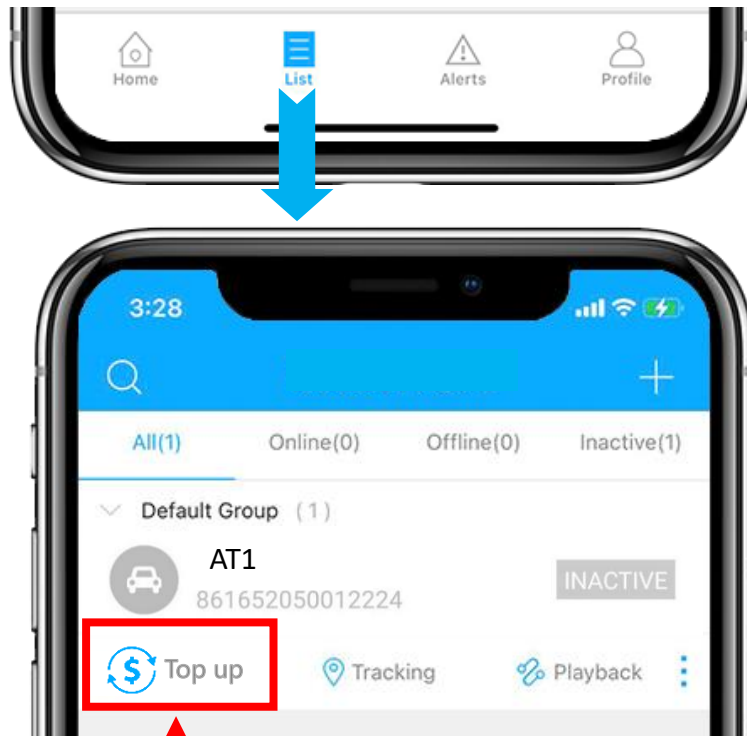


- You can come back and edit the info anytime in the 'Detail' Page.



## ➤ Top up

1. Go to 'List', you will see the AT1 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](#)

## ➤ Power ON / OFF

1. Power ON/OFF: Long press the power button for 3sec.

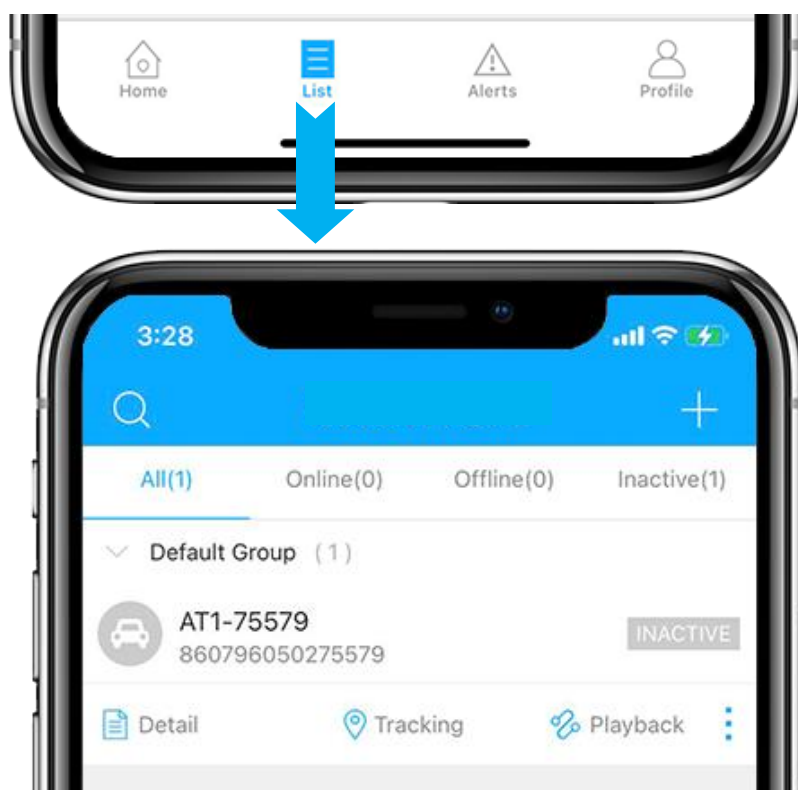


2. After power on, wait for the green led to flickering slowly (on for 1sec, off for 3sec), indicates the device has connected to the network successfully.

\*For troubleshooting, please refer to [LED Indicator](#).

## Ensure Device Online

1. Go to 'List', you will see the AT1 you just bind.
2. You can tell the status of the device via the color of the icons.
3. To get a location or send any command, the device must be **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 battery need to be charged.
- Check whether the subscription plan is expired.
- If the power is on, check the [LED indicator](#) to find reasons.
- [Contact us](#) with your IMEI number attached to get a technical support.

## ➤ 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)

# Troubleshooting

## ➤ LED Indicators

LED	Status	Meaning	Quick Solution
<b>Red</b>	Always On	Charging	Recharge the device. Or try charging with another charging cable
	Flicker Quickly (Every 0.3 seconds)	Low Battery	
	Flicker Slowly (1s on; 3s off)	Fully Charged / Working correctly	
<b>Blue</b>	Flicker Quickly (Every 0.3 seconds)	GPS Signal is poor	Bring the device to open sky and send command: GPSON#
	Flicker Slowly (1s on; 3s off)	Working correctly	
<b>Green</b>	Flicker Quickly (every 0.3 seconds)	Poor network signal	Top up and bring the device to a place with a better network signal.
	Flicker Slowly (1s on; 3s off)	Working correctly	

\* If the LED automatically turn off in few seconds, please short press the power button to re-light the LED.

\* Describing the LED status when [contacting us](#) will help locate the problem.

## Install Magnetic Base

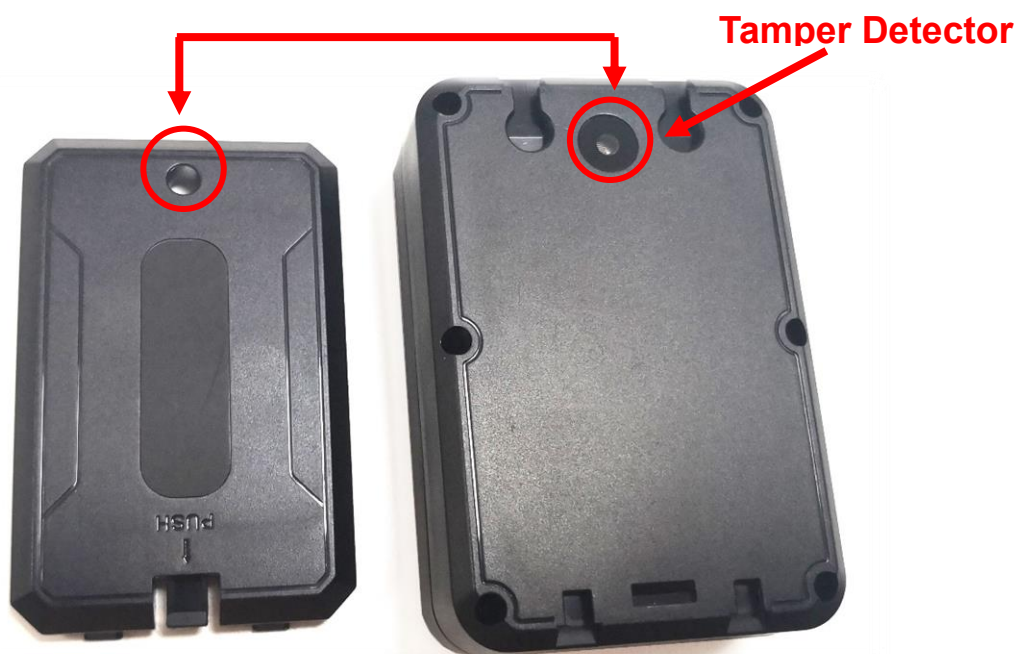
### ➤ Double Check before Install

Check if the device can work normally before installing the magnetic base.

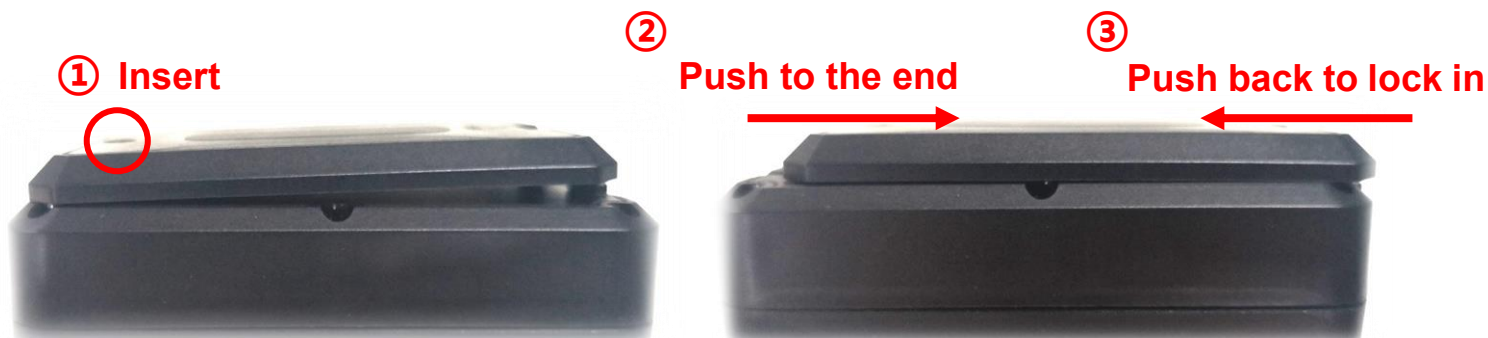
- Check whether the device is online in the Lncoon. Please [contact us](#) and get help if the device is inactive or offline.

### ➤ Install the Magnetic Base

- Align the magnetic base hole with the tamper detector on the back of AT1. Put the base over the device.



- Insert the magnetic base from the side with tamper detector.
- Push in to make the base parallel to the device, and then push it back to lock in.



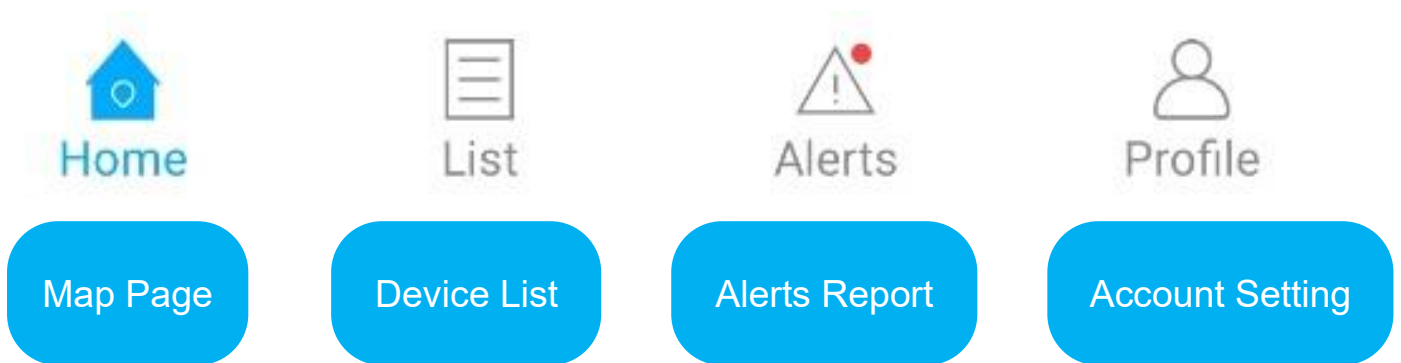
## ➤ Remove the Magnetic Base

- Pull out the buckle and pushing the base from bottom to top simultaneously to remove the magnetic base.




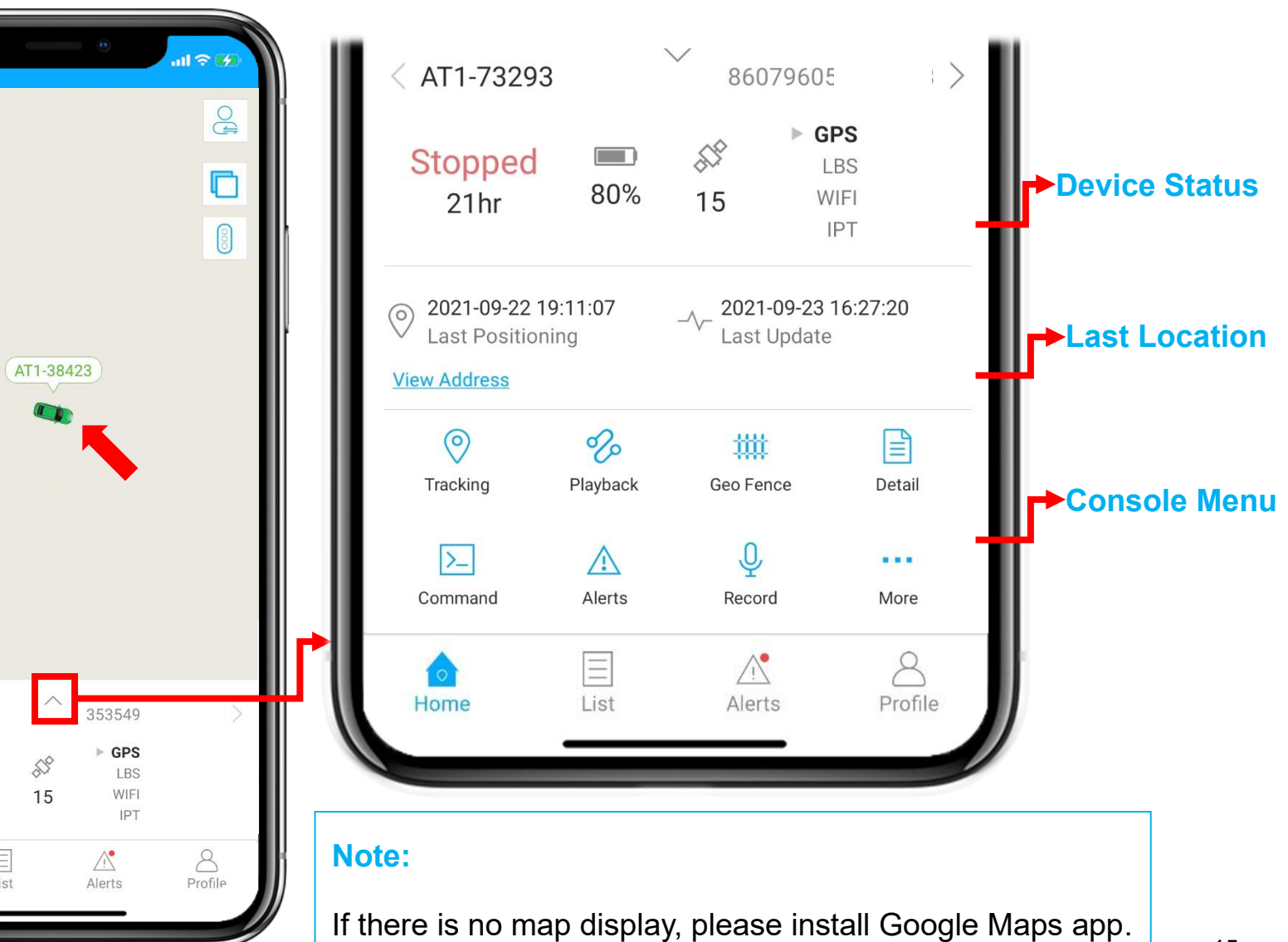
# Main Functions

## ➤ Bottom Menu



## ➤ Console Menu

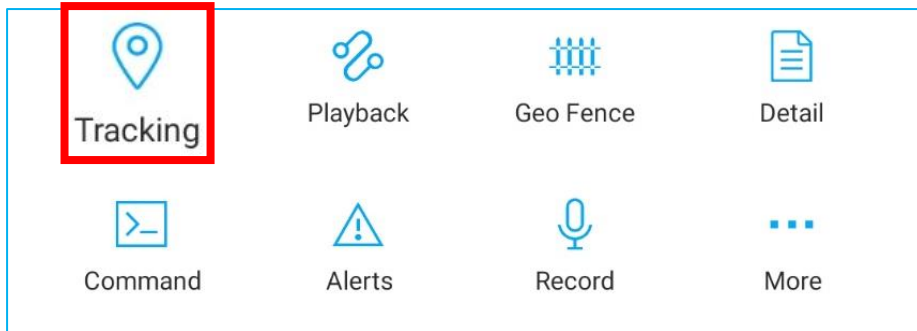
1. Tapping the icon to check the device.
2. Tapping the  button to expand the menu.



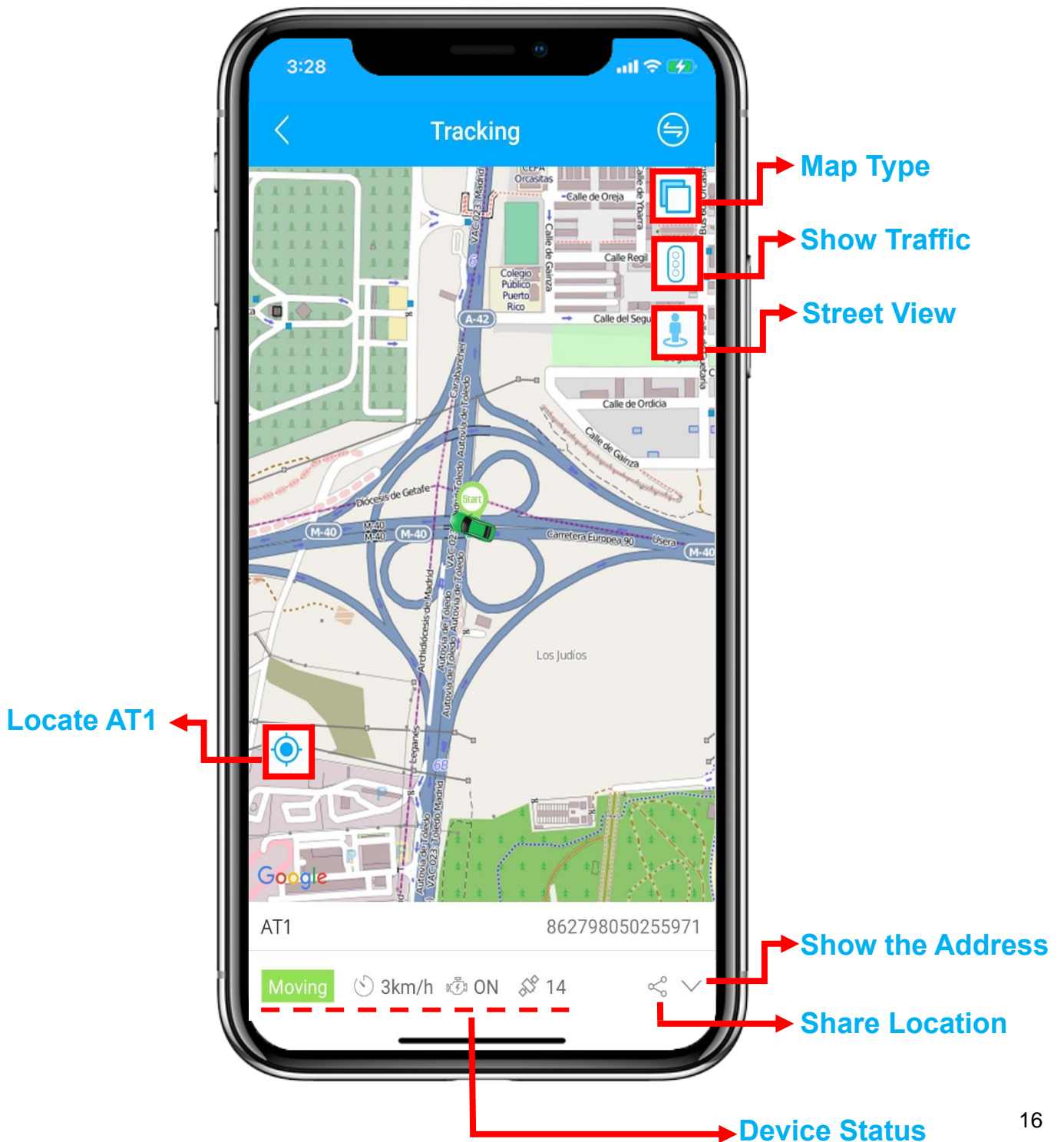
### Note:

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

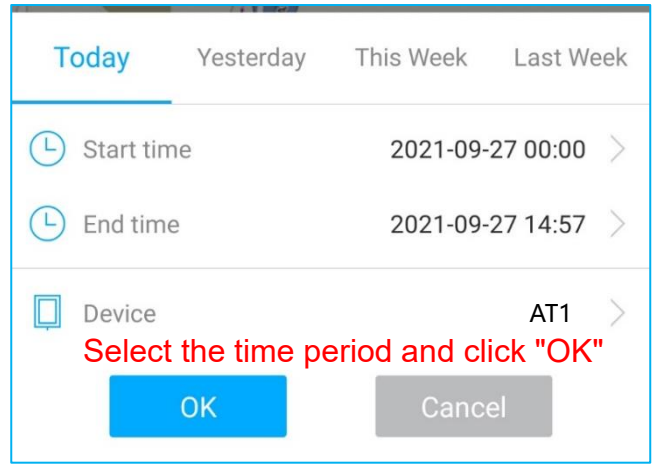
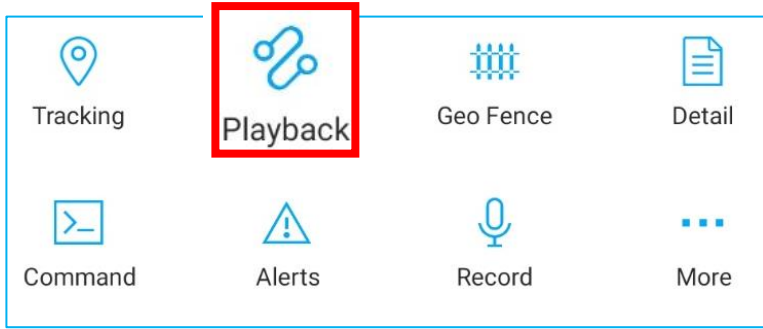
# ➤ Real Time Tracking



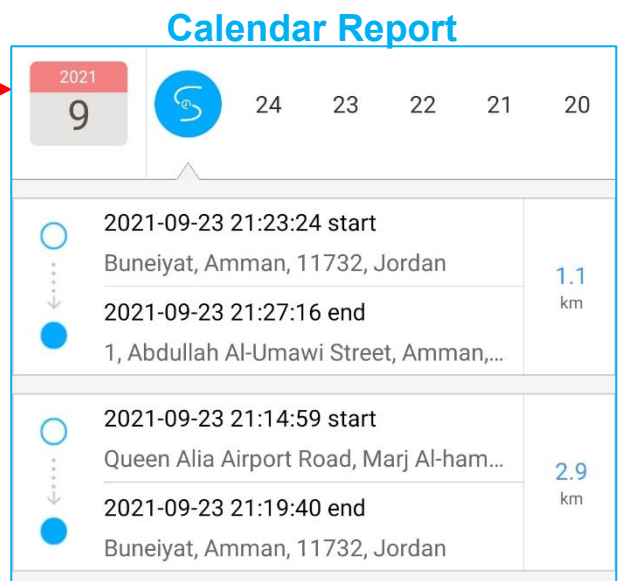
- Tapping on 'Tracking' to enter tracking page.



# ➤ History Playback

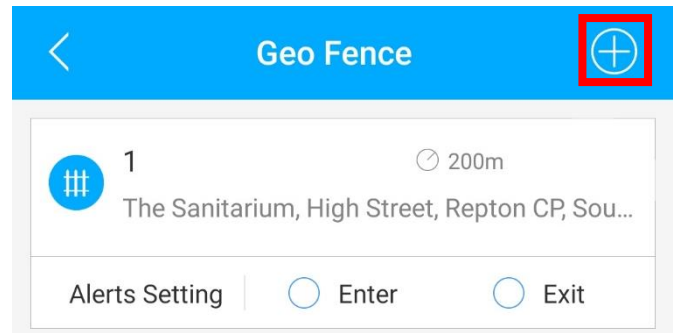


- Click 'Playback' to search the track among the past 6 months.

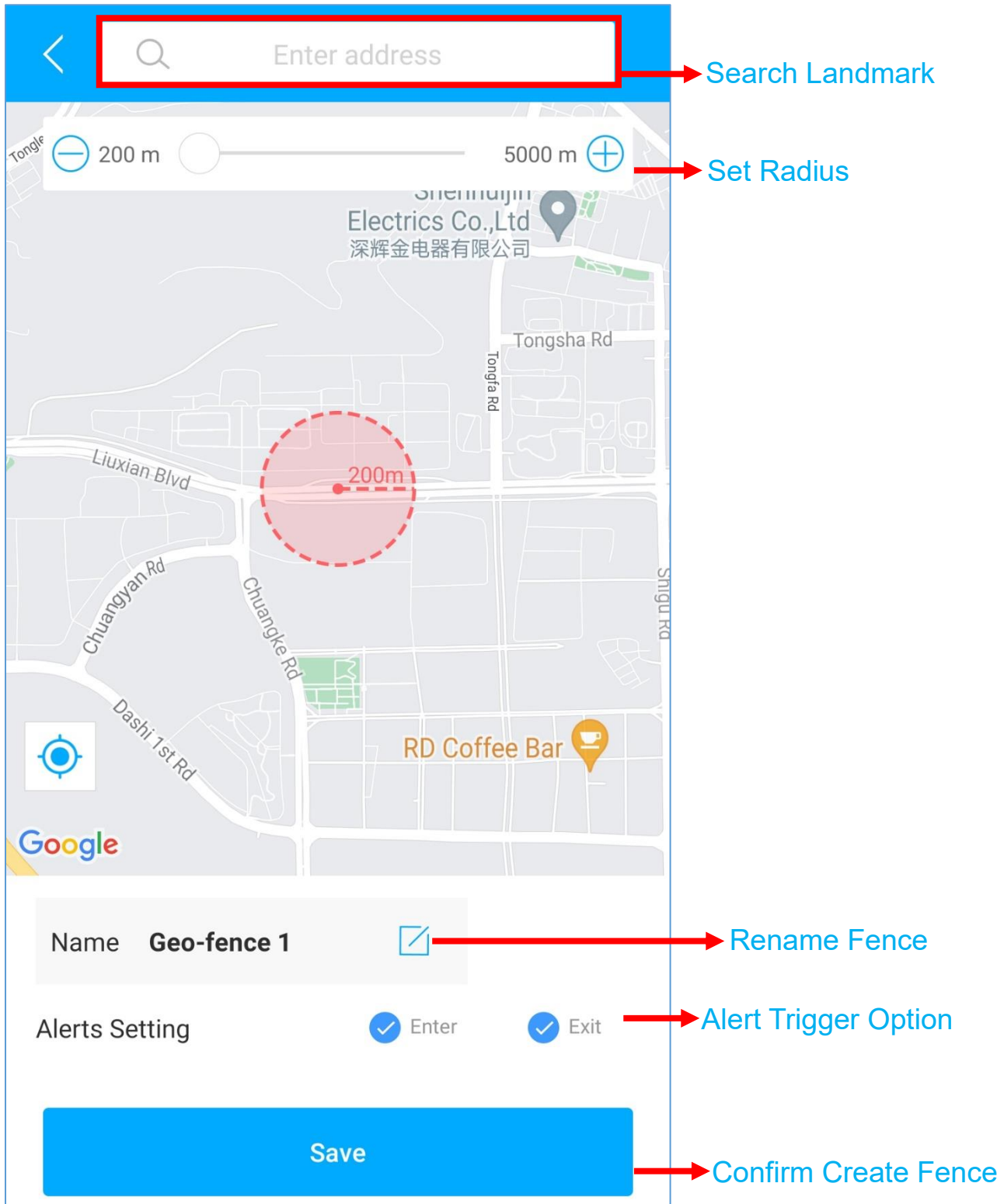


- Play & Pause
- Speed up
- Slow
- Hide & show the line
- Hide
- Choose another period


# ➤ Geo Fence

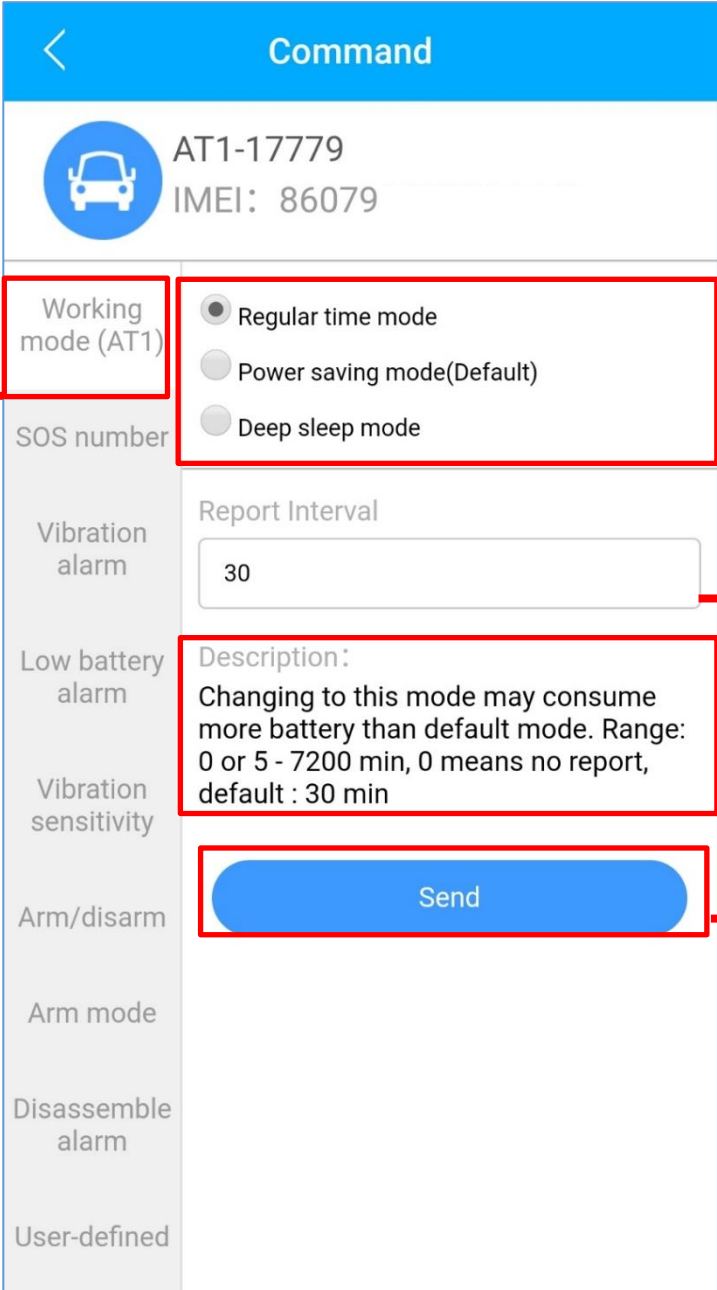


- Click 'Geo Fence' to manage your customized fences.



## ➤ Set Work Mode

- Find your device in the list page, click on the  icon.
- Go to 'Command' page to set a work mode based on different situations, to get a more accurate location or longer standby time.
- Explore more setting options to design your own tracking style.



The screenshot shows the 'Command' page for a device with ID AT1-17779 and IMEI: 86079. The page is divided into a left sidebar with various settings and a main content area. The 'Working mode (AT1)' section is highlighted with a red box, and a red arrow points from it to the label 'Setting Tag'. The 'Working mode (AT1)' section contains three radio button options: 'Regular time mode' (selected), 'Power saving mode(Default)', and 'Deep sleep mode'. A red arrow points from this section to the label 'Setting Options'. The 'Report Interval' input field is highlighted with a red box, and a red arrow points from it to the label 'Parameters'. The 'Description' for the low battery alarm is highlighted with a red box, and a red arrow points from it to the label 'Explanations'. The 'Send' button is highlighted with a red box, and a red arrow points from it to the label 'Click After Changing'.

- 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.

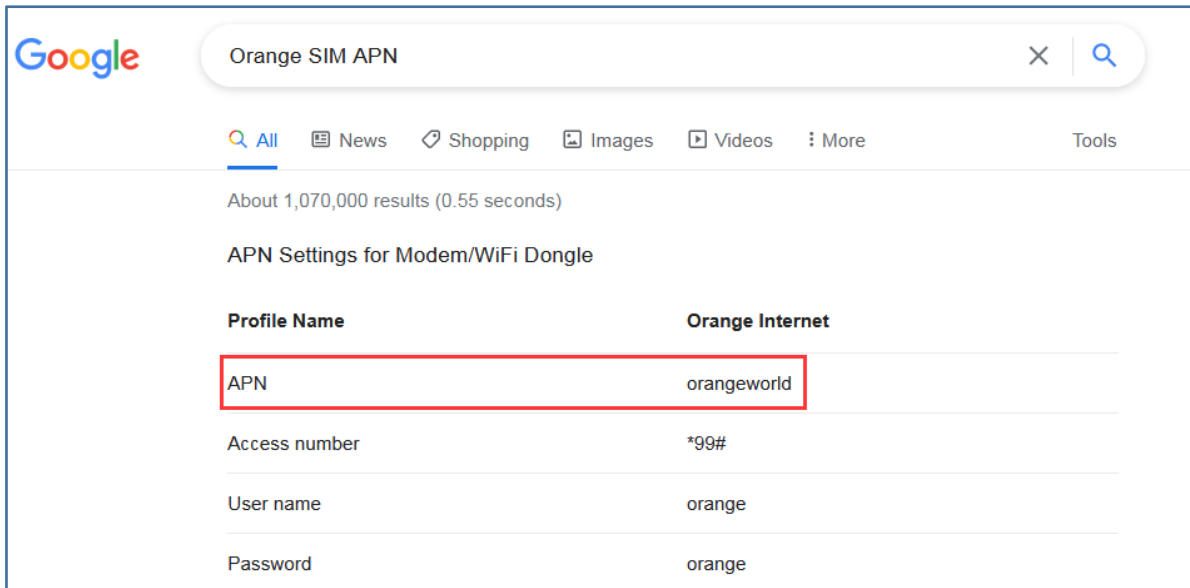
**A:** please click the **logout** button in the upper right corner of the Profile, and try to **log in again**.

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

# Set APN (Change SIM Card)

- When replaces the SIM card, you need to set the APN that matches the SIM card for the device.

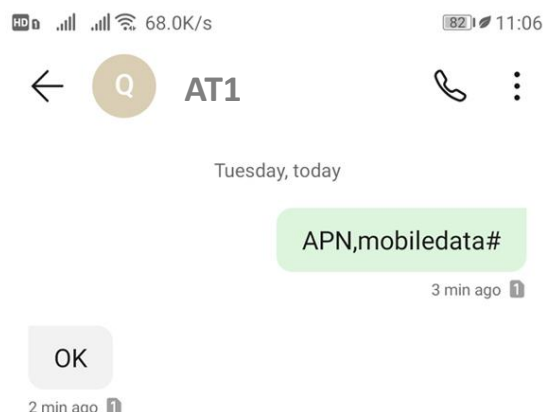
1. Look up APN: Each operator has its own APN; you can consult them or google their name + APN to find the correct APN



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 AT1 received the command, it will reply “OK”.

4. If the APN is correct, the AT1 will reboot and soon be activated.

5. [Contact us](#) if the device is still inactive.