



making connections simpler



Email: support@Incoon.com

Website: www.Incoon.com

Tracking Platform : Incoon.com/download

WhatsApp



Front camera 1080P

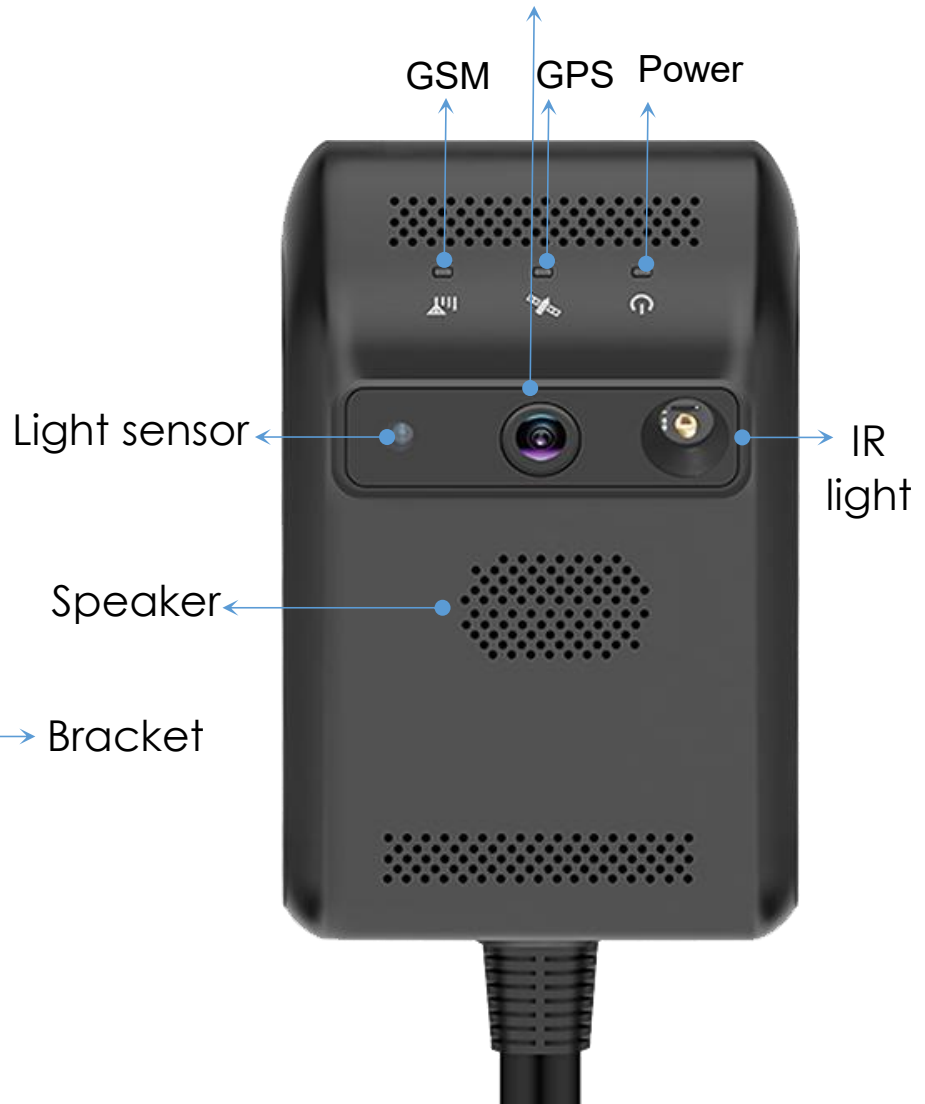
145° view angle
dynamic frame rate



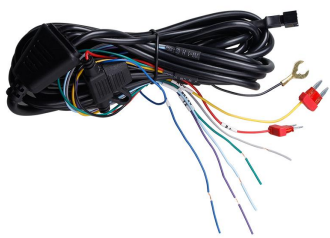
Front

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



Sim card locker*1



3M Sticker*2

Product Installation


1.PRECAUTION

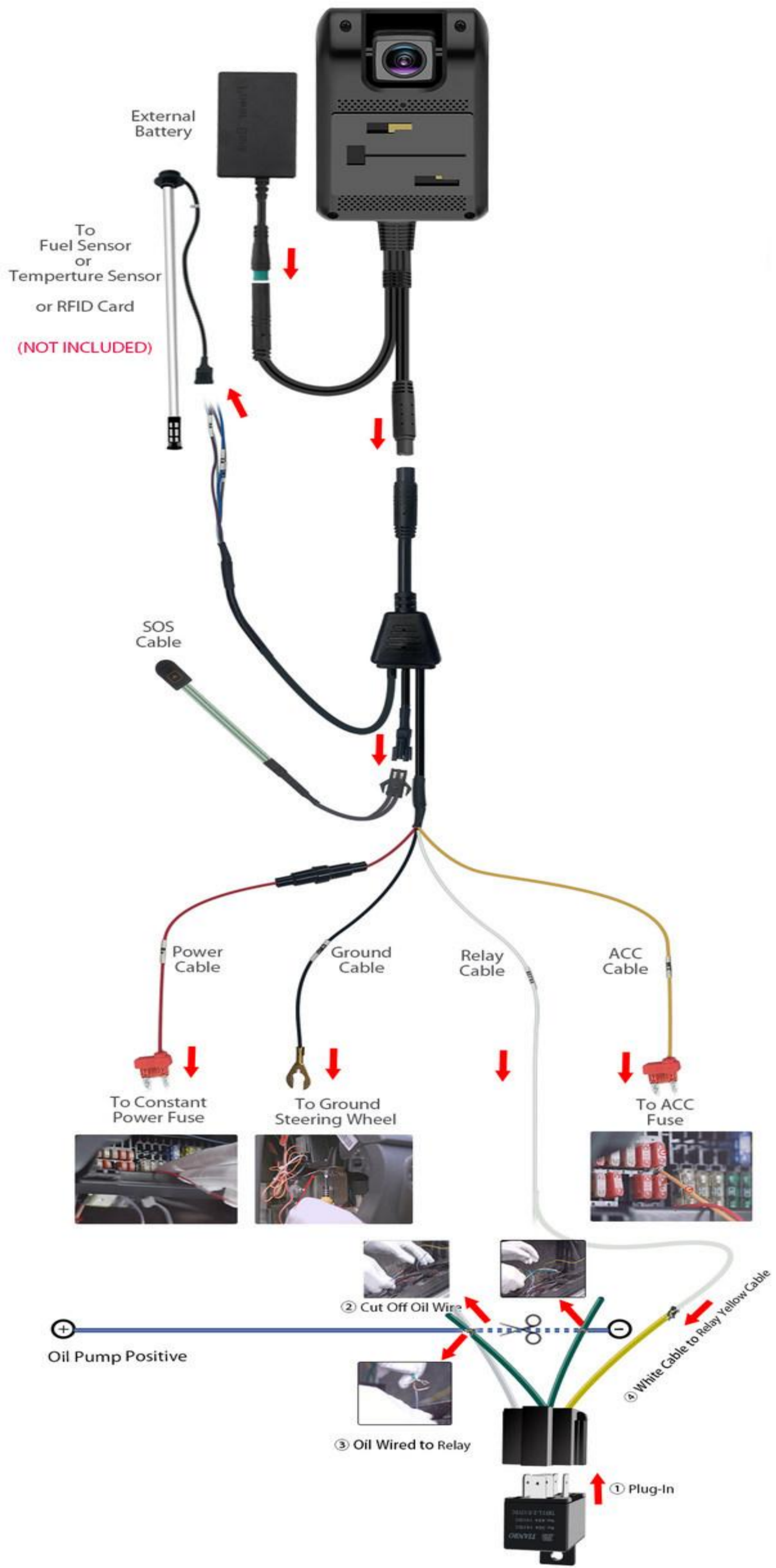
Youtube installation Video: https://youtu.be/4I_8jwnMq8

Install Pictures on the next page.

1. 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,

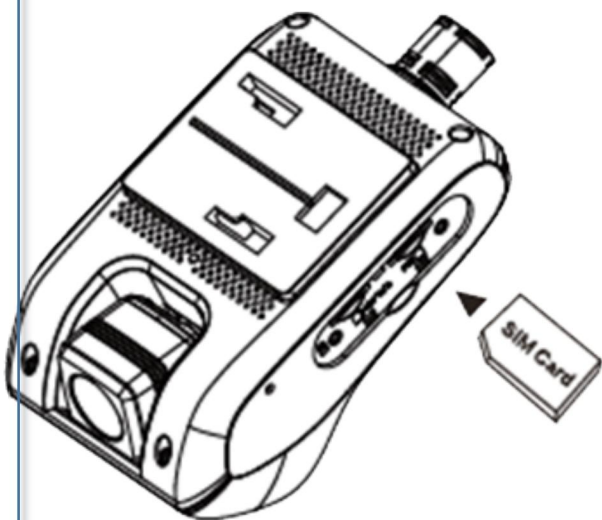
please contact us on LNCOON to check. 

2. 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)
3. 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.
4. 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, You can via LNCOON app Top-up button top-up or go to plan.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

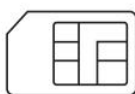
2G GSM: 850MHZ/- /1800/1900MHz

(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 **Nano**



Normal



Micro



Nano



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

SMS command Format: **APN,APName,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

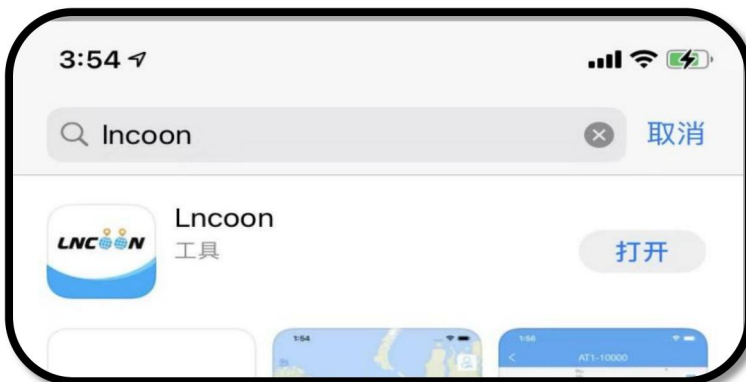


Note:

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 LNCOOIN App & Apply an account

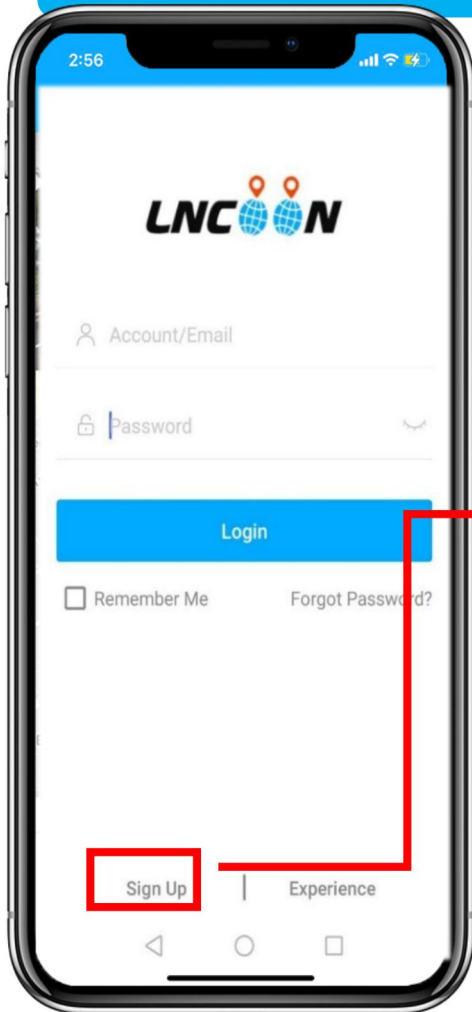


Note:

- Search “Lncoon” in App Store or Google Play to download. Visit Lncoon website: 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

4 Confirm Password

Password length of at least 8, must contain a number and letters


6 Submit

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

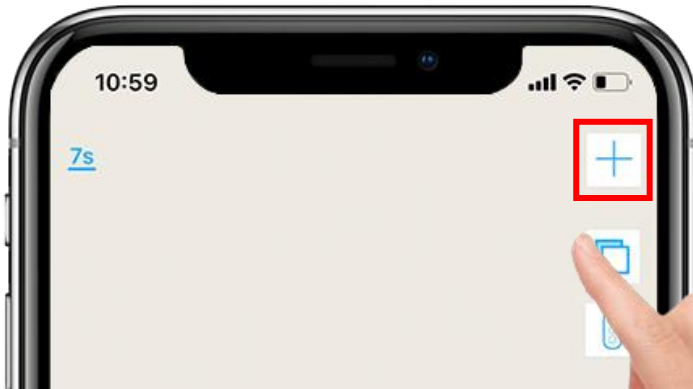
■ Click Sign Up

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

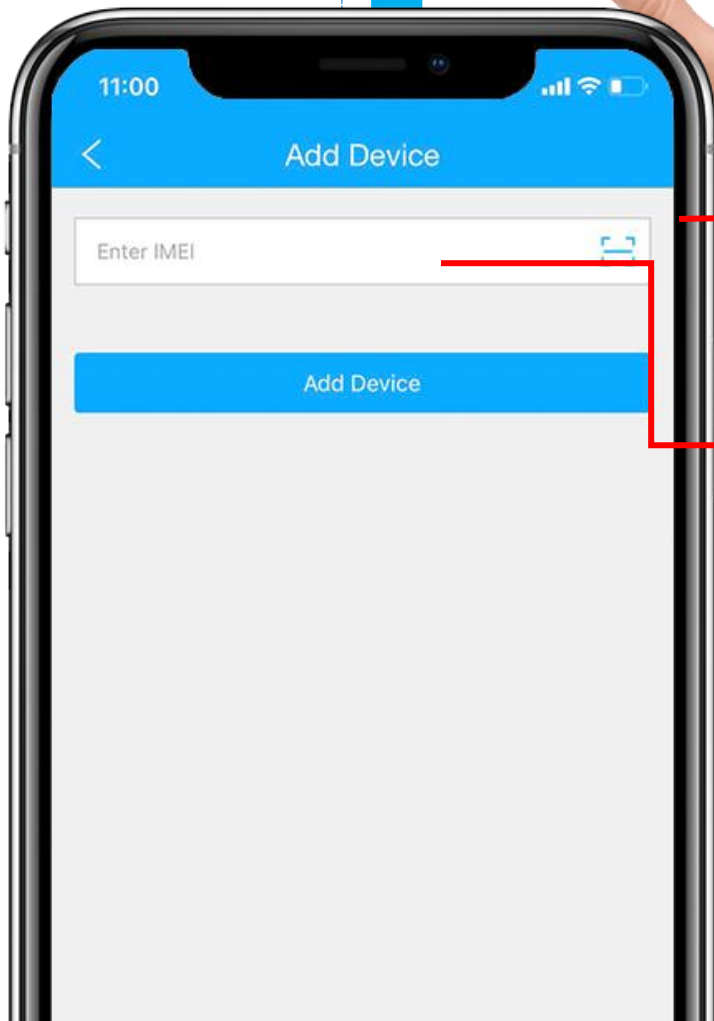
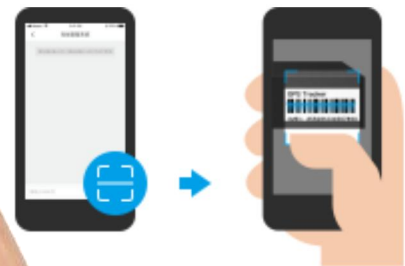
*The App will automatically log in to your account, please remember

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

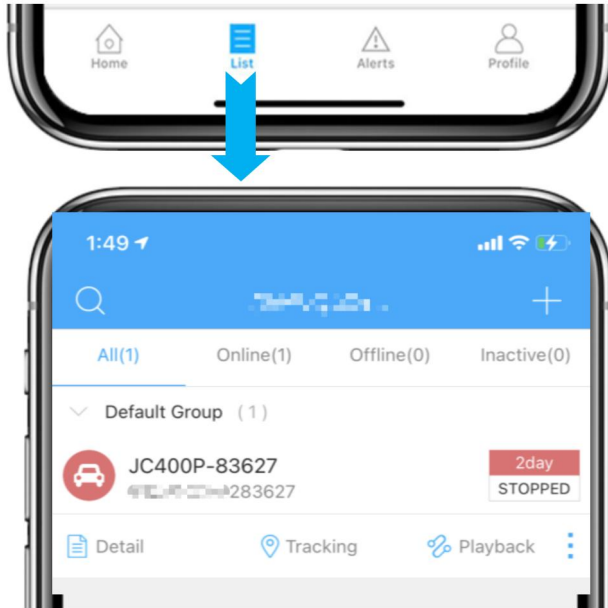
Youtube installation Video:

https://youtu.be/4I_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---



After inserting the SIM card, you need to restart the camera to read the SIM card.

Restart the camera. Press and hold the camera's reset hole for 3 seconds.(Consider the picture)

After the camera is turned on, try to issue commands again.

1.1 Status Indicator

ONLINE

Car moving

IDLING

Car Parking but not flame out

STOPPED

Car parking and flame out

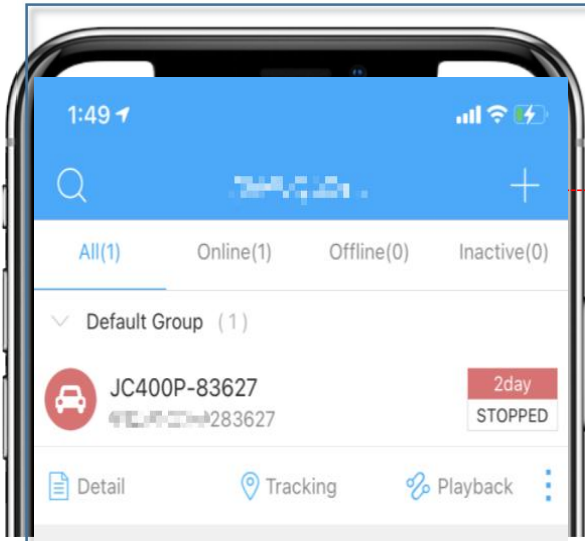
INACTIVE

The camera is not activated, insert Sim card and check the cable 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?

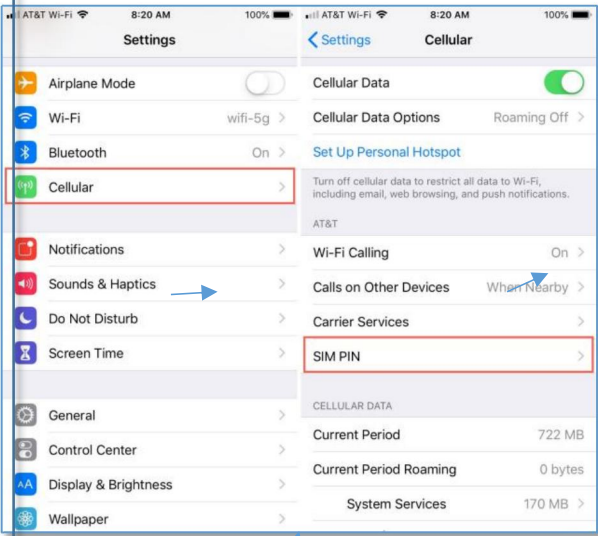
Check JC400P signal light



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

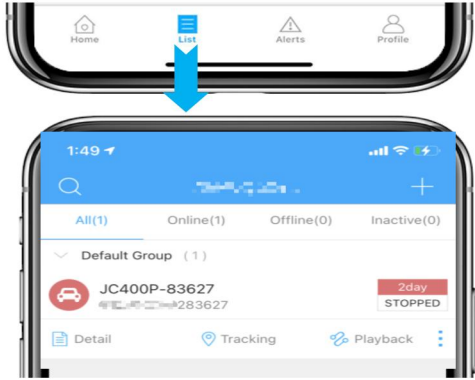
4.Leds Status Explanation



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

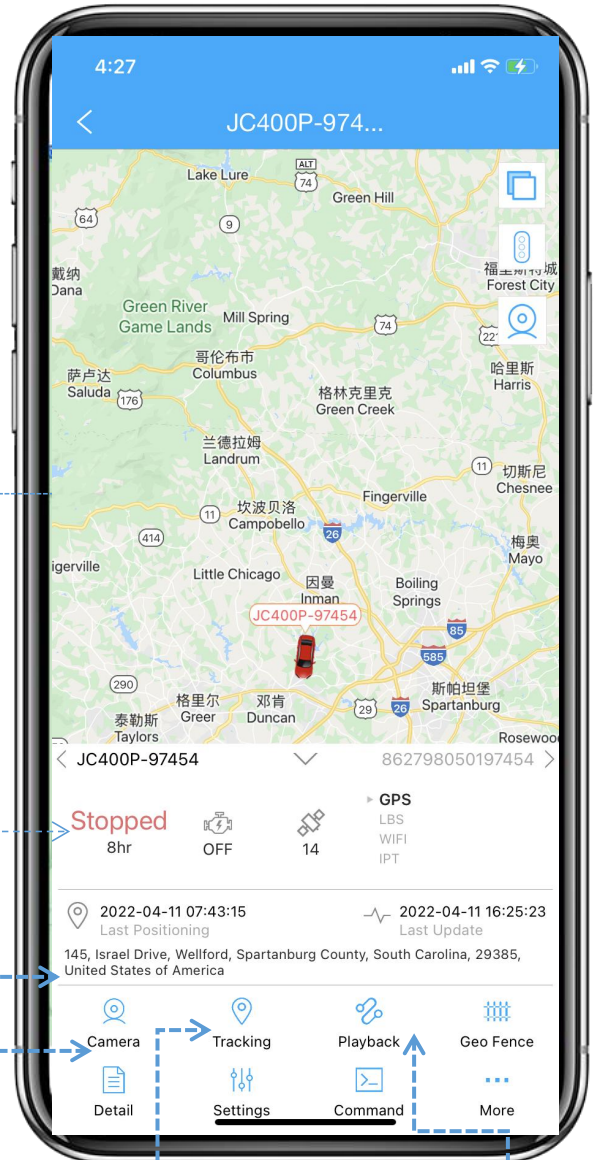
3:Address
it stands for the car current location, its function is different from "Tracking", it just shows the address but not driving route

4: Live video

View live video and recorded video

5: Real-time Tracking

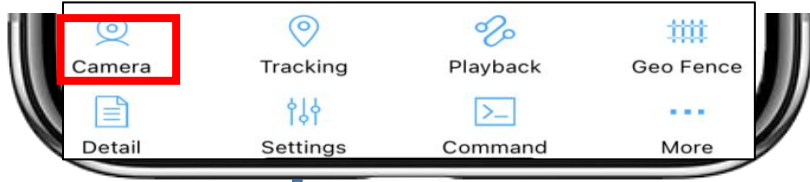
Tracking
Click it to view the page



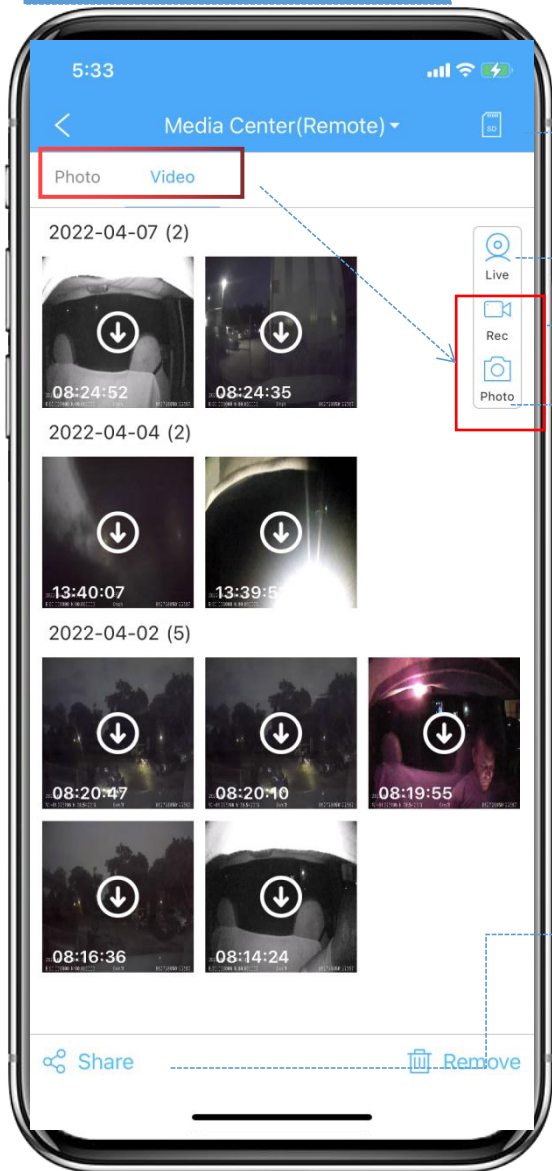
6:Playback
View the history of the Camera

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

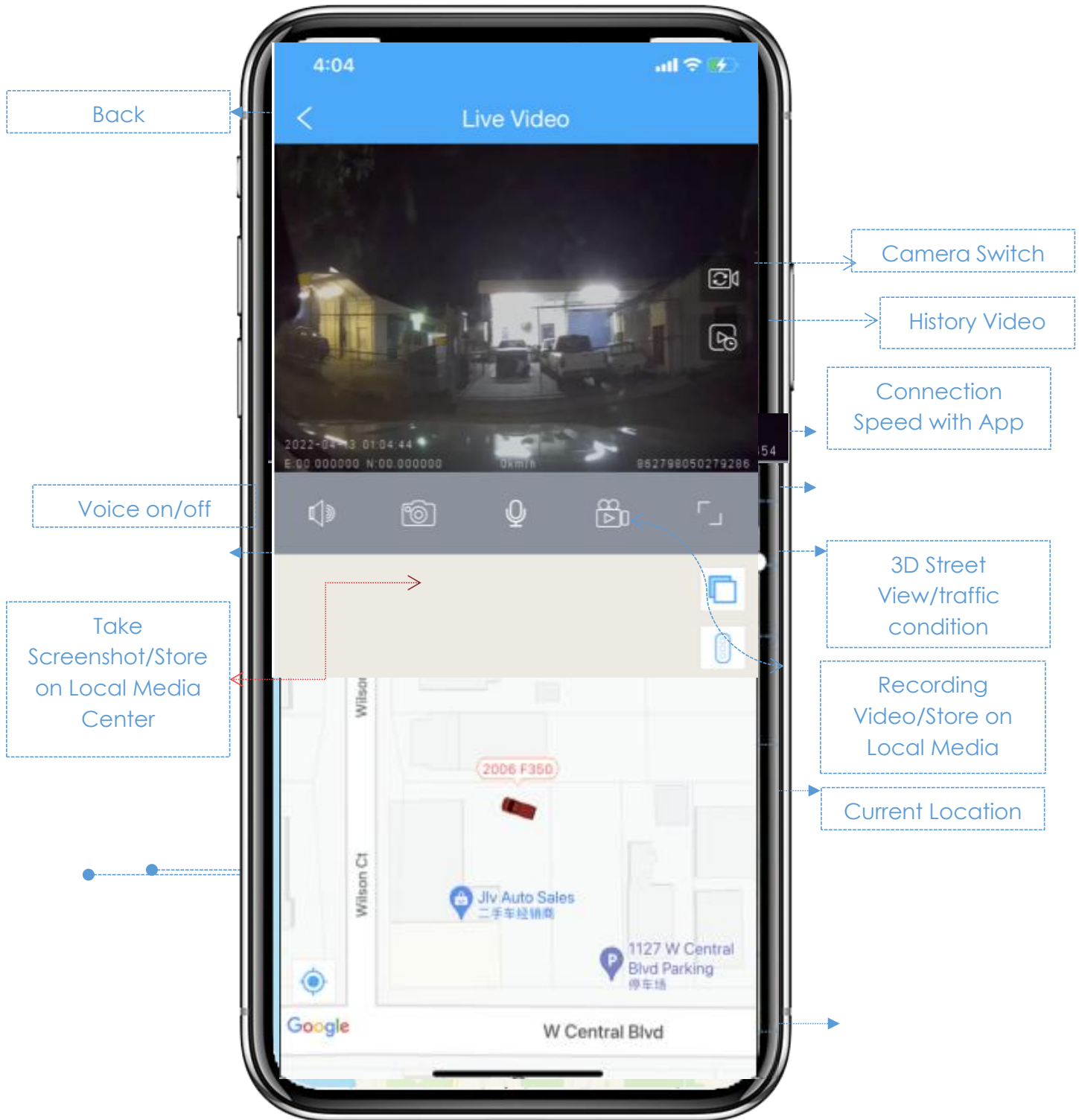
Live Video
Click the button view your
device live video

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

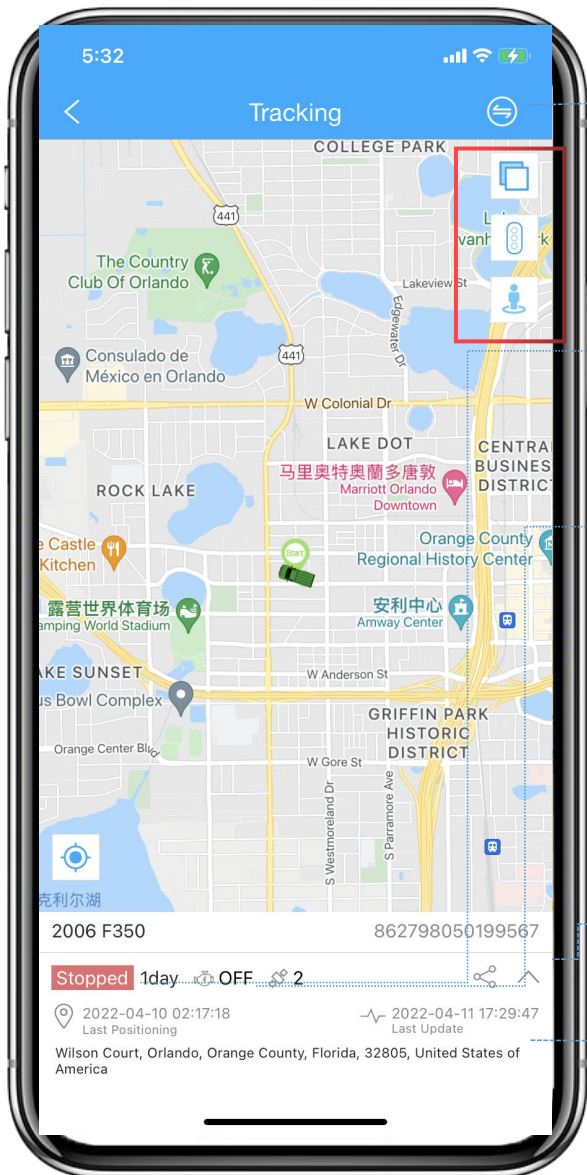
Record Photo
Remote record photo, then
you can see the photo on
Medial Central

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

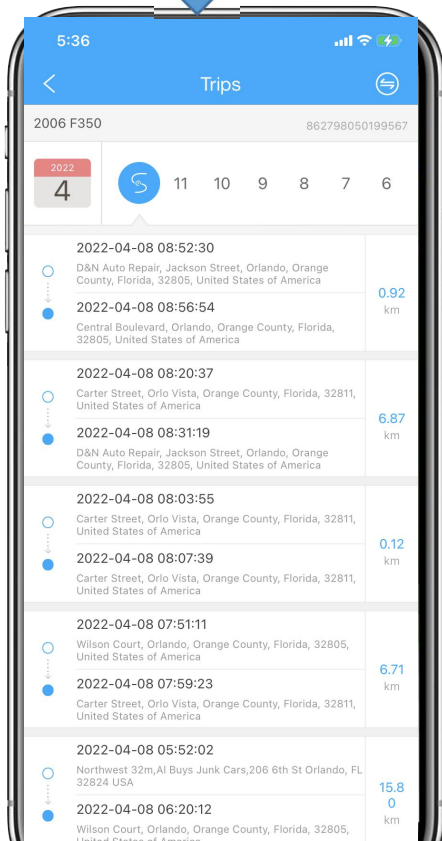
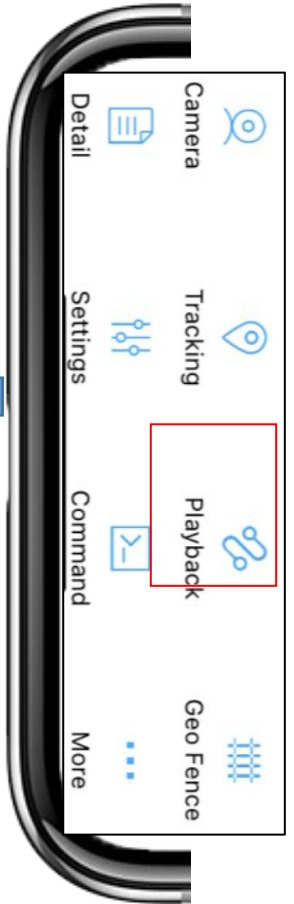
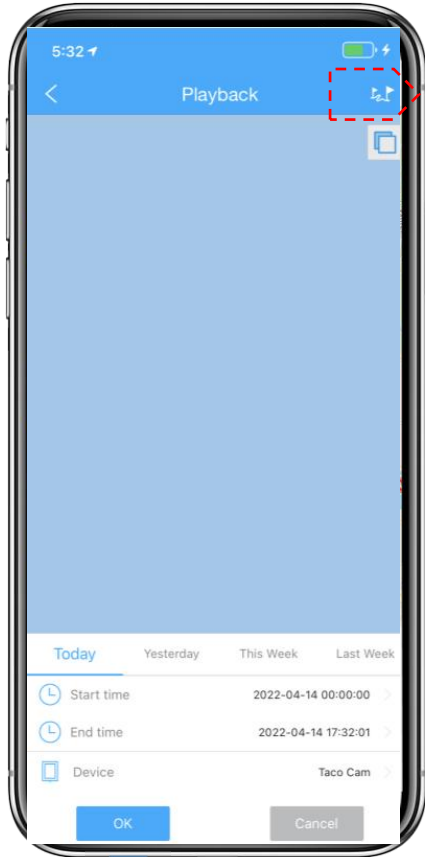
Acc on/off
The car of ACC opening and
closing

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

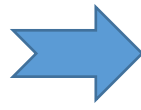
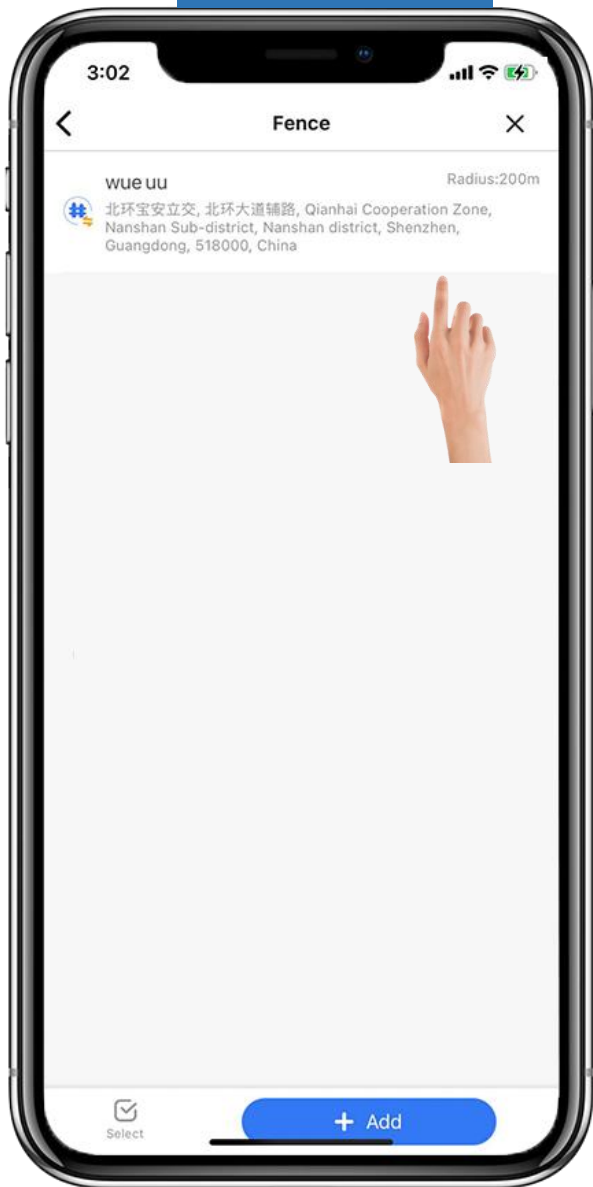
Your camera imei
number

Current Location
it stands for the current
location of the car

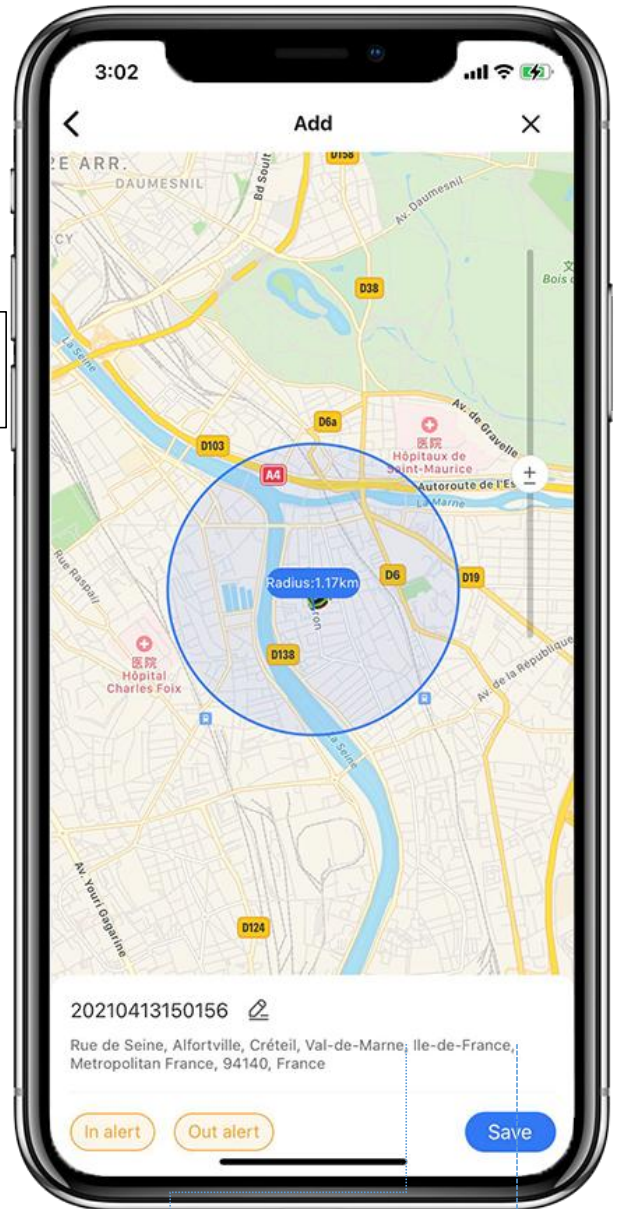
④ Playback



⑤ Geo-fence



Edit the
fence



Zoom In/Out

Set the exact meter of
fence

Enter alert

Set the alert range of
get in

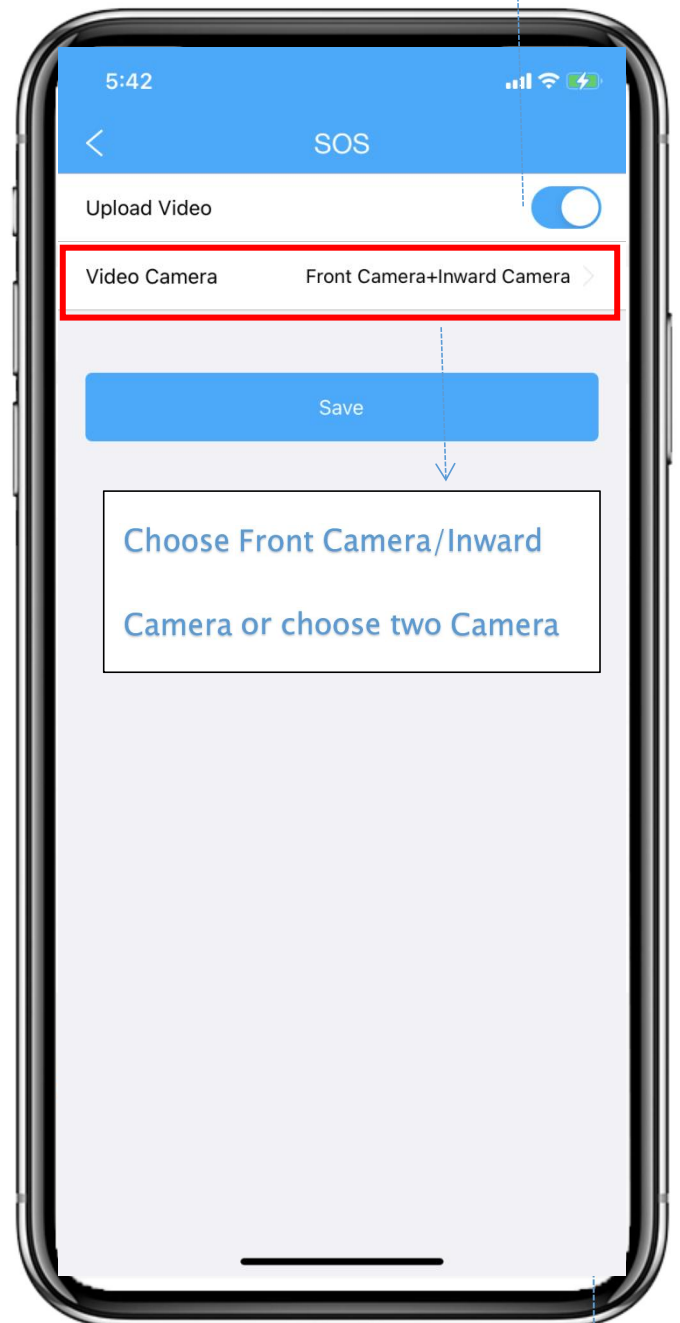
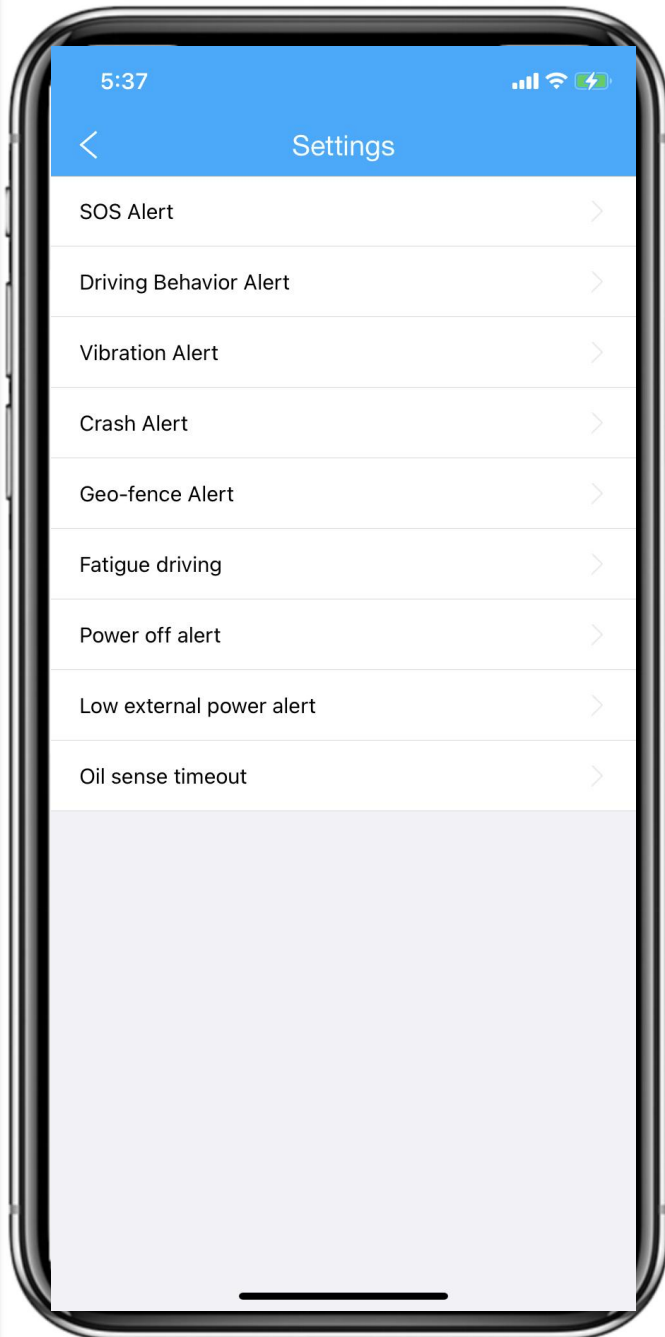
Exit alert

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

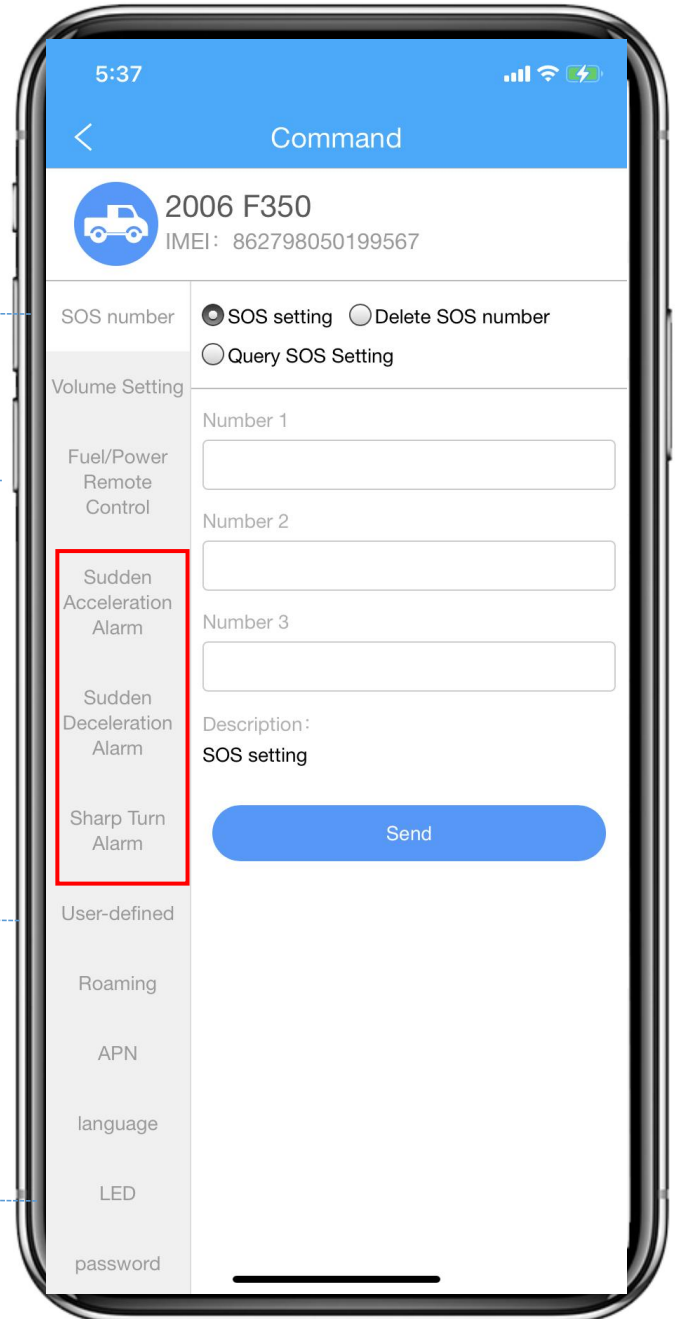
Choose High/Medium/low

Restore or cut off

Setting Sensitivity
Choose High/Medium/low

You can send any command
here

Turn on/off the led



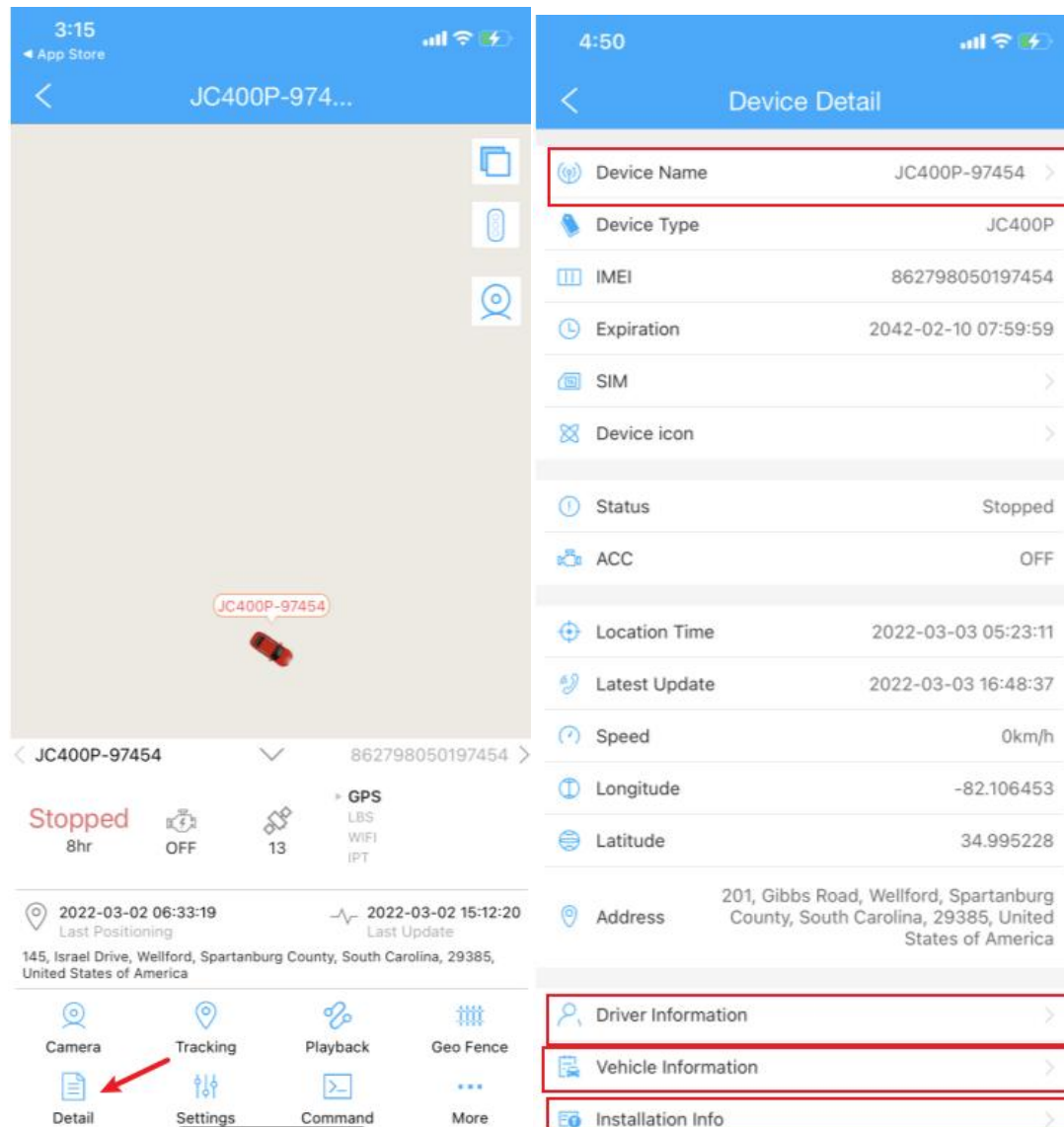
⑧ Notice



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 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 cable
	Battery	External	450mAh
	Operating Temperature	-20℃ ~ +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 phone must be within 5 meters of the camera before it can be connected



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 support@lncoon.com or

contact with us on Whatsapp/+86 18839787338 Facebook

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

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



+86 18839787338



support@lncoon.com