

User manual

ID Card

GPS Tracker



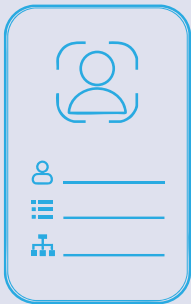
DON'T SKIP THIS

GET STARTED EFFORTLESSLY

Acumen Track

WHAT'S, INSIDE THE BOX

- User manual
- GPS Device
- SIM card
- USB cable
- strip



STEP 1

DEVICE CHARGING INSTRUCTION

1. A blinking red light confirms your device is fully charged and ready to use.

STEP 2

Insert SIM Card



Power OFF the device (Press and hold the SOS button for 10 seconds).

Open the device cover.

Insert the nano SIM card correctly into the slot.

Close the cover securely.

Scan the QR Code



to watch tutorial video



STEP 3

Scan the QR Code to
Download MOBILE APP



DOWNLAOD ON THE
APP STORE



ACUMEN GPS TRACK



DOWNLAOD ON THE
PLAY STORE



ACUMEN GPS TRACK

STEP 4

Activate GPS Device

Sign up and register your device in the mobile app.

Scan the QR code to access a step-by-step video guide for sign-up and SIM activation.

Scan the QR Code
to watch tutorial video



Note: IMEI Number is mention on the device ,
please scan the IMEI or type it..





SIM & APP SUBSCRIPTION

SIM Activation - We have provided you an Airtel un-activated SIM card which can be activated by Acumen Track App while mapping GPS Device to your account



PLAN 999

Validity: 1 Year

Benefits: Unlimited Data & SMS Pack.

PLAN 1199 (Recommended)

Validity: 1 Year

Benefits: Unlimited Data Pack & SMS Pack

Additional Benefits with incoming Calls

App Subscription

With every Acumen Track device, you get 1 Year FREE App subscription from the activation date.

Scan the QR Code
to watch tutorial video



TROUBLE SHOOTING

Problem	Possible Reasons & Solution
Unable to Sign-Up?	Please download the correct app using the QR code provided in the Acumen Track User Manual.
	Using a duplicate or incorrect app may cause sign-up failure.
	Still Issue -Please connect our Telephonic Support Desk
Unable to Add device	Ensure you are scanning or entering the correct IMEI number.
	Cross-check that the IMEI printed on the device matches the IMEI shown in the app after scanning.
	If the issue still continues, please contact our Telephonic Support Desk .
Unable to activate SIM Card	Please check whether the payment has been successfully deducted from your account.
	Ensure you have received a payment success confirmation from Razorpay .
	If payment is successful and SIM is still not activated, please contact Customer Support.
Unable to see real-time location / Device showing in Inactive Tab	Device not charged → Charge the device properly.
	Device switched OFF → Ensure device is powered ON.
	Weak GPS signal → Move device to open area.
	Activation pending → Wait up to 60 minutes after first signup.
	Subscription Expired → Renew you subscription from App
Still Facing the Same Issue?	If the problem continues after following all steps,
	Raise a Support Ticket through the app.
	our support executive will contact you within 2 Working Hours.

Guidelines & Check List For The Device & Sim Activation

- Upon successful SIM card payment, a tax invoice and payment receipt will be sent to your registered email.
- Receipt of these documents confirms that the SIM card has been successfully activated.
- Maximum time to activate all the services are 60 mins, usually this takes hardly 15 mins to activate the SIM card.
- If payment is not successful in that case SIM card will not be activated

“Device Charging and Battery Monitoring Guidelines”

- Use only a 1.5A (10W) charger and the original charging cable provided with the device to avoid overheating or hardware damage. Full charging time is approximately 2 hours 30 minutes.
- While checking the remaining battery percentage on the mobile app, please refer to the 'Last Data Update Time' to know the actual battery status.
- During **voice monitoring**, internet services are temporarily disabled, so live location updates will be paused.

PRODUCT WARRANTY CARD



Thank you for purchasing our product. This card certifies that your device is covered under a 1-Year Limited Warranty from the date of purchase.

WARRANTY SUMMARY

COVERAGE:

- Manufacturing defects and internal hardware faults.
- Accessories (6 Months)

EXCLUSIONS:

- Physical or water damage
- Voltage fluctuations
- Unauthorized tampering

WARRANTY CLAIM:

- A valid purchase invoice is required to process any warranty claim.

Delivery Address for Repair or Replacement

ACUMEN GPS INDIA PVT. LTD.,

First Floor, A-1E, A Block, Sector 16, Noida, Uttar Pradesh 201301

Email: support@acumengpstracks.com

| Phone: +91 9910498240

DEDICATED CUSTOMER SUPPORT DESK



In case any issue while doing the device's activation.

Please call our dedicated support Desk

between 10:00 AM to 7:00 PM

(Mon to Sat except all national & Festivals Holidays)

Call:- +91 9910498240

Email:- support@acumengpstracks.com

HOW TO USE ACUMEN TRACK APP

Scan the QR Code 
to watch tutorial video



Thanks for
ORDER



 Acumen Track

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