

User manual

OBD

GPS Tracker

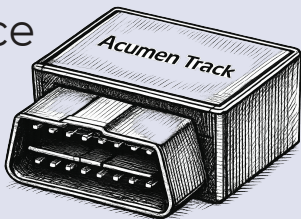


DON'T SKIP THIS

GET STARTED EFFORTLESSLY [Acumen Track](#)

WHAT'S, INSIDE THE BOX

- User Manual
- GPS Device
- SIM Card



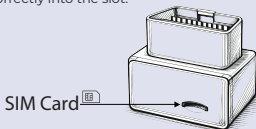
Compatibility Declaration: Acumen OBD tracker supports standard 16-pin OBD ports and is compatible with all vehicles equipped with a 16-pin socket.

STEP 1

Insert SIM Card



1. Insert the nano SIM card correctly into the slot.
Close the cover securely.



STEP 2

DEVICE INSTALLATION INSTRUCTION

Insert the device into the vehicle's 16-pin socket. The indicator lights will turn on to show the device is powered.

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. (IMEI number & QR code printed on the device)
	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 may be under shelter or outside GSM network range. Move vehicle ~1 km to reconnect GPS.
	If issue still persists, check SIM activation status and proper insertion inside the GPS
	Reinsert device in OBD slot correctly; LED will start blinking.
	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 LED INDICATION AND VOICE MONITORING GUIDELINES

- **Use only with OBD-II ports supplying 9V–36V.**
- **LED Indicator Instructions:**
 1. **Red Light (Stable):** Indicates the device is powered on and receiving proper power.
 2. **Green Light (Blinking):** Indicates SIM card status (reading/connecting to the network).
 3. **Blue Light (Blinking):** Indicates GPS signal is active and the device is receiving location data
- **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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