User manual

Pet GPS Tracker

DONT SKIP THIS

GET STARTED EFFORTLESSLY

Acumen Track

WHAT'S, INSIDE THE BOX

- User Manual
- GPS Device
- Charging Cable
- Collar
- SIM Card

STEP 1

DEVICE CHARGING INSTRUCTION

1. Before you begin, make sure the device is fully charged,
2. A blinking red light confirms your device is fully charged and ready to use.

STEP 2

Insert SIM Card

1. Power OFF the device (Press and hold the Power button for 10 seconds).
2. Open the device cover & Insert the nano SIM card correctly into the slot
3. 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: Please ensure that only the IMEI number printed on the device is scanned.

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

Acumen Track

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

Acumen Track

Thanks for ORDER

Acumen Track

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