

Quick Start Guide

ATC400

Amber Instant C400

Cigarette Lighter LTE GNSS Tracker

1
Install
Your device

2
Download
Amber Connect
App

3
Activate
the device



Introduction

Features

- Driving Behavior Analysis (Harsh Acceleration, Hard Braking, Sharp Cornering, and collision)
- Remote Listen-in (ATC400-N only)
- Multi-GNSS
- Exception Alerts (on Speed, Fatigue Driving, Entering or Leaving Geofences, and Device Plug-in and Unplug)
- Re-upload of Location Data
- Panic Button for Emergencies
- Fast Charging

Operating Environment

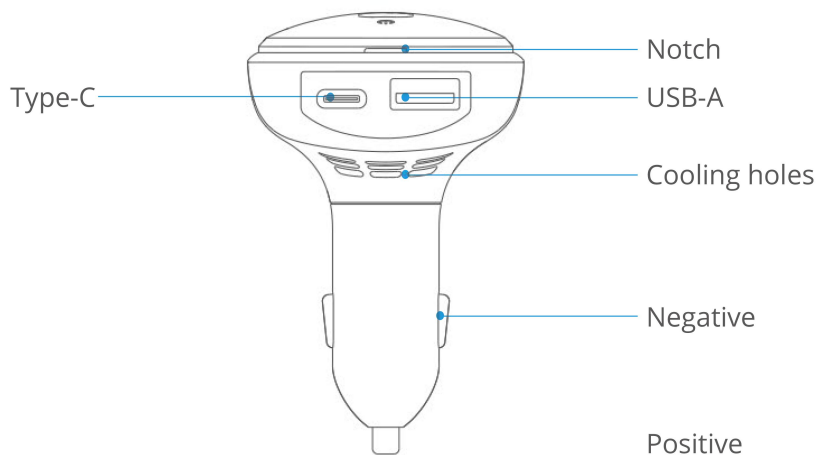
Operating voltage	9-36V DC
Weight	60g
Dimensions	70.0mmx52.0mmx82.5mm
Internal backup battery	50mAH/3.7V LiCoO2 battery
Operating temperature	-20°C to 70°C
Storage temperature	-40°C to 85 °C
Operating humidity	5%-95% (non-condensing)
Positioning accuracy	<2.5m CEP (Open Sky)
Location modes	G PS/G LO NASS/B DS/ AG PS/QZSS
Sensitivity	Cold start<30sec Hot start<1 sec
Operating current	Typical<15mA@ 12V (deep sleep) Typical<120mA@ 12V (active tracking)

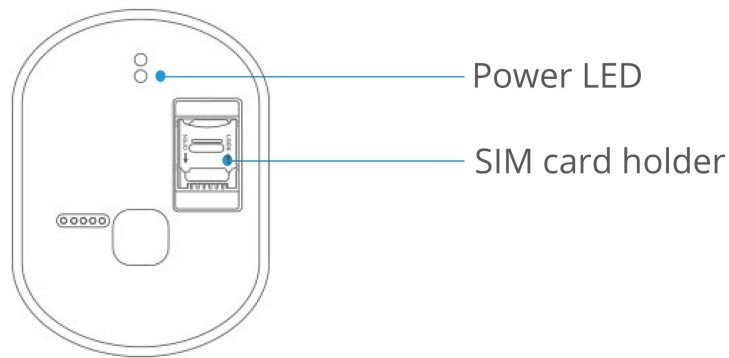
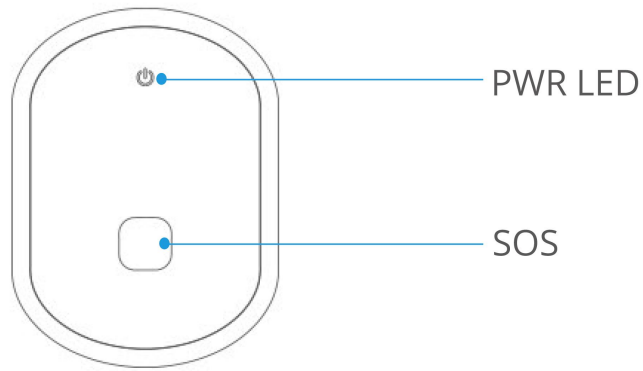
Frequency Bands

ATC400-N	LTE-FDD CAT-1: B2/B4/B5/B12/B13
ATC400-J	LTE-FDD CAT-M1/NB2: B1/B3/B8/B18/B19/B26

Overview

Appearance





LED Indication

Red	Meaning
Solid on	The power is connected and the device can work properly.
Off	No power is connected or the device is faulty.

Packing List

Item	Meaning	Quantity
Device	PCS	1
User Manual	PCS	1

Installation

SIM Card Attachment SIM Card Attachment

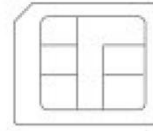
Step 1 Prepare a Nano-SIM.



Nano



Standard



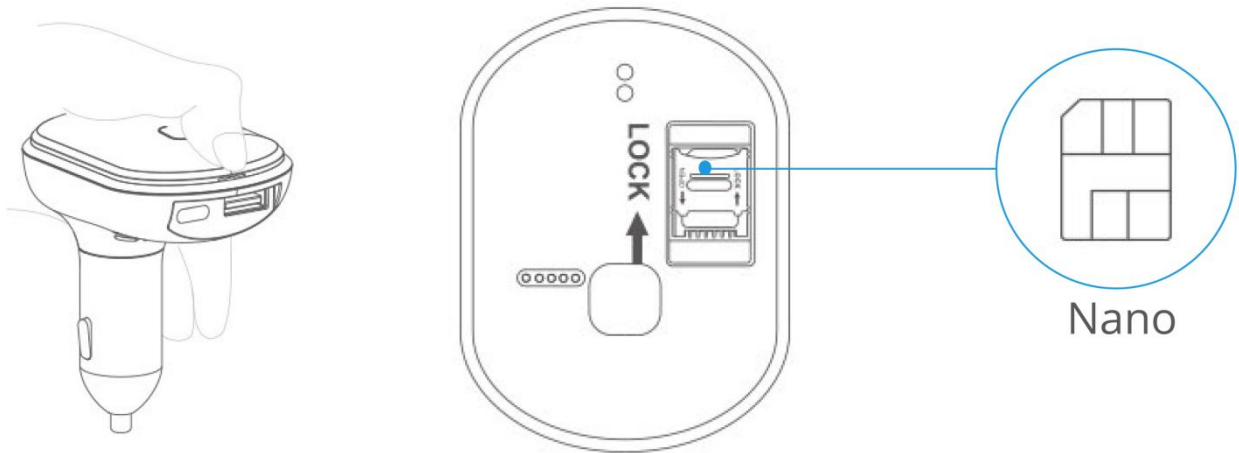
Micro



Step 2 Attach the SIM.

Remove the cover using the notch and insert the SIM by the figure.

Place the SIM in by the figure. Slide up the card holder to lock the SIM.



Note:

- ◆ After the SIM is in place, the device will power on using its backup battery. If the backup battery is too low, the power-on will fail. In this case, it is recommended to plug the device into the cigar lighter of your vehicle.
- ◆ The SIM card must be inserted correctly, have GPRS services activated, and not be in arrears. If the SIM is identified and requires a PIN, please disable the PIN request.

Device Installation

Find the cigar lighter socket of your vehicle and insert the ATC400 into the port. The positions of cigar lighter sockets of different makes may differ. It is recommended to visit the official website of your make and find out where the cigar lighter port of your vehicle is.

Note:

Do not shake or rotate the ATC400 at will, as it may falsely trigger reckless driving behavior and other alerts.

Troubleshooting


Problem	Possible Solution
Unable to connect to Amber Connect	Check the APN and IP settings
	Check whether the data service of SIM card is enabled
	Check the balance of SIM card
Tracker shows offline	Check whether external power is still connected
	Check if the vehicle entered network blind area
	Check the balance of SIM card
Unable to locate	Make sure the top side facing upward without metallic things shielded
	Make sure it's not in area with no satellite coverage
Location drift	In area with poor GNSS signal(tall building around or basement), drifting may happen,
	Check whether vibration happens around to trigger the accelerator
No command reply	Make sure command format is correct
	Vehicle may be in network blind area
	Make sure SIM card is well inserted and have SMS service



Need help? Contact 24/7 live support!

 In App Chat

 support@amberconnect.com

 Chat via website www.amberconnect.com

Works with Android phones and tablets, iPhone, iPad.
Compatible with Chrome, Mac and PC web browsers.



Amber Connect

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