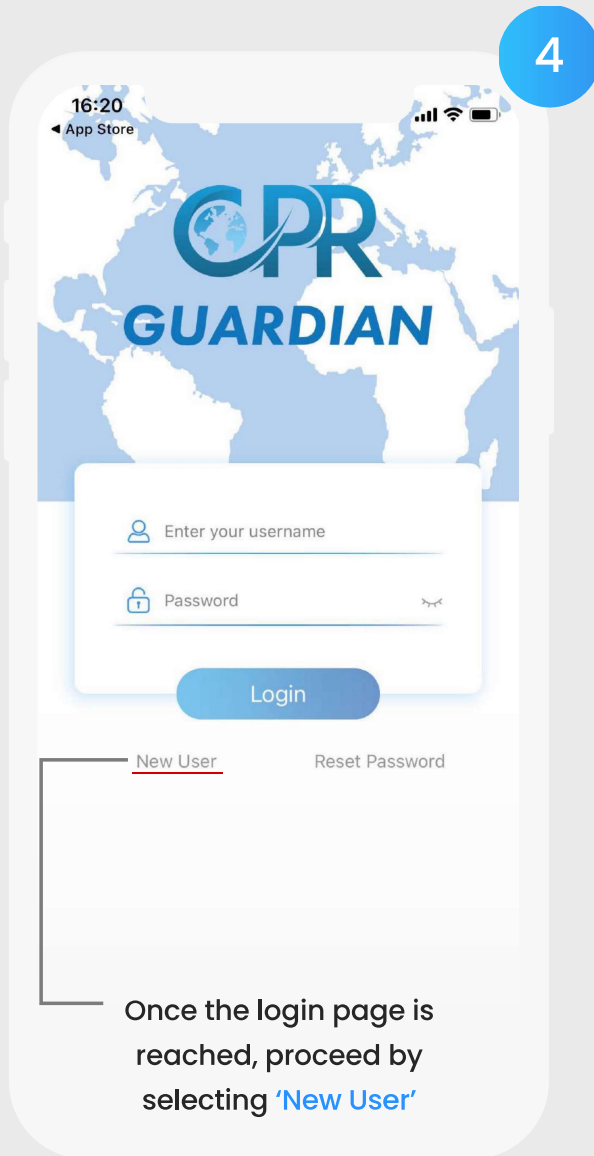


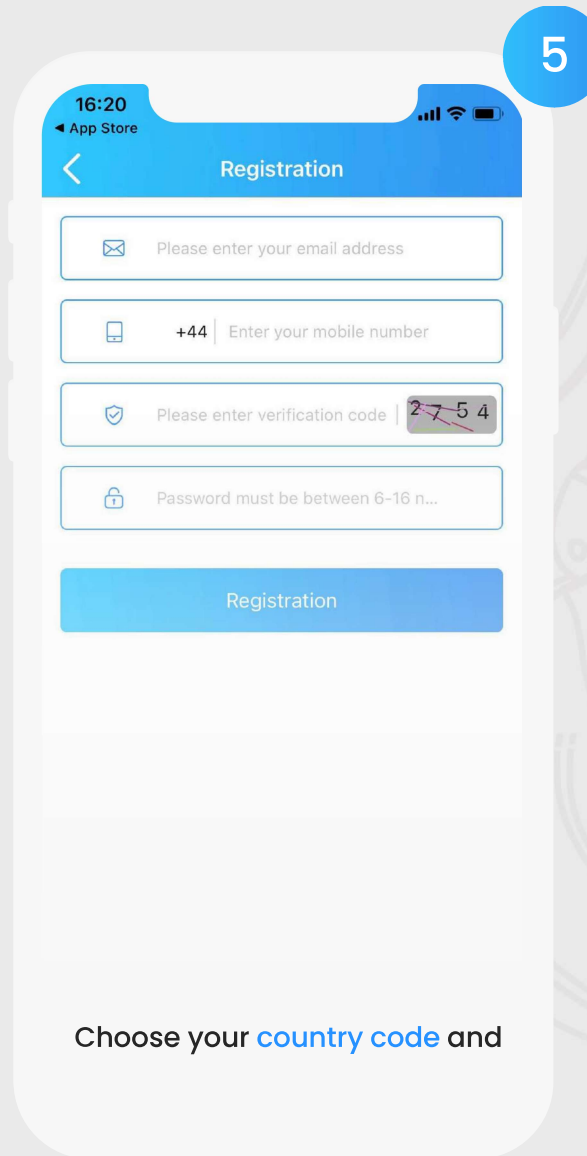
Customer with App message "User Not Exist", please follow these instructions

Set Up & Getting Started

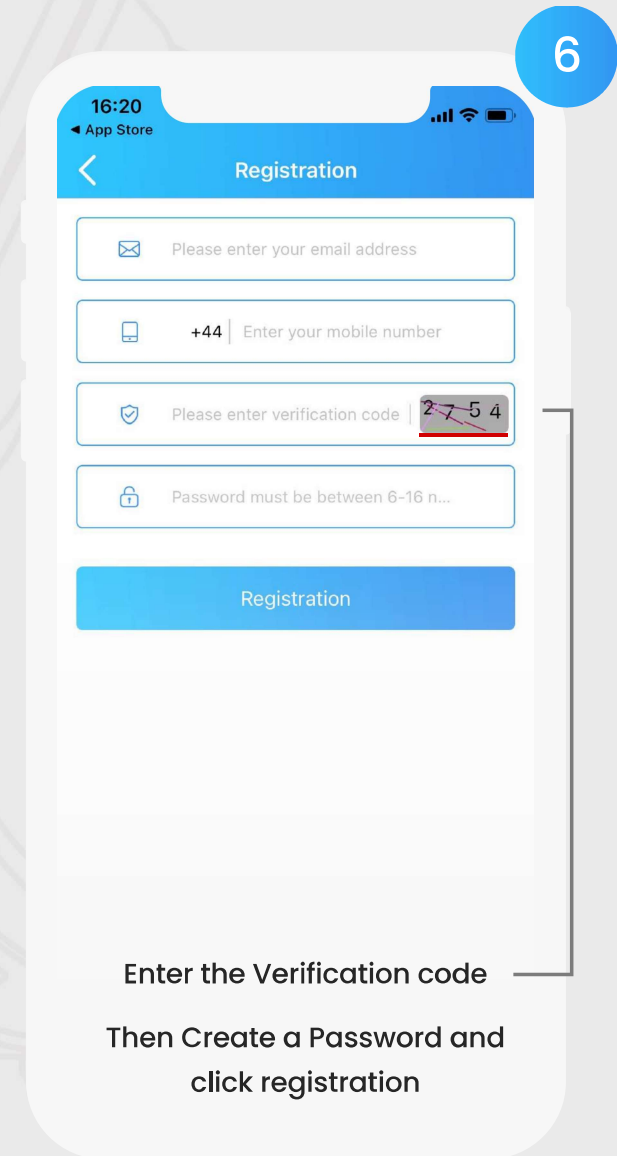
1.2 Syncing Your Watch With The App



Once the login page is reached, proceed by selecting 'New User'



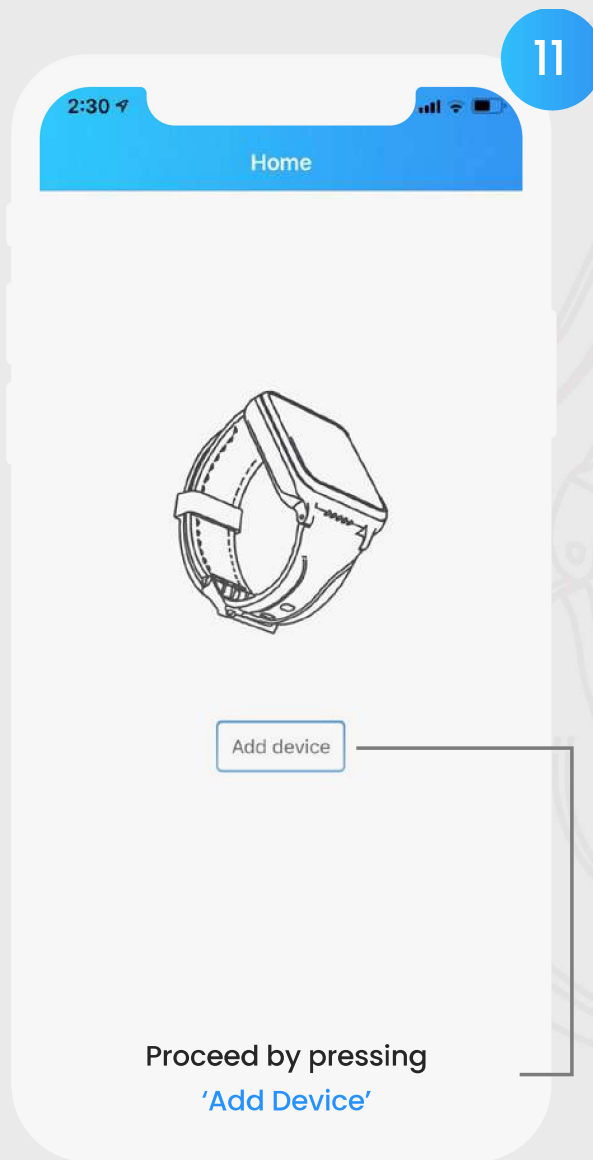
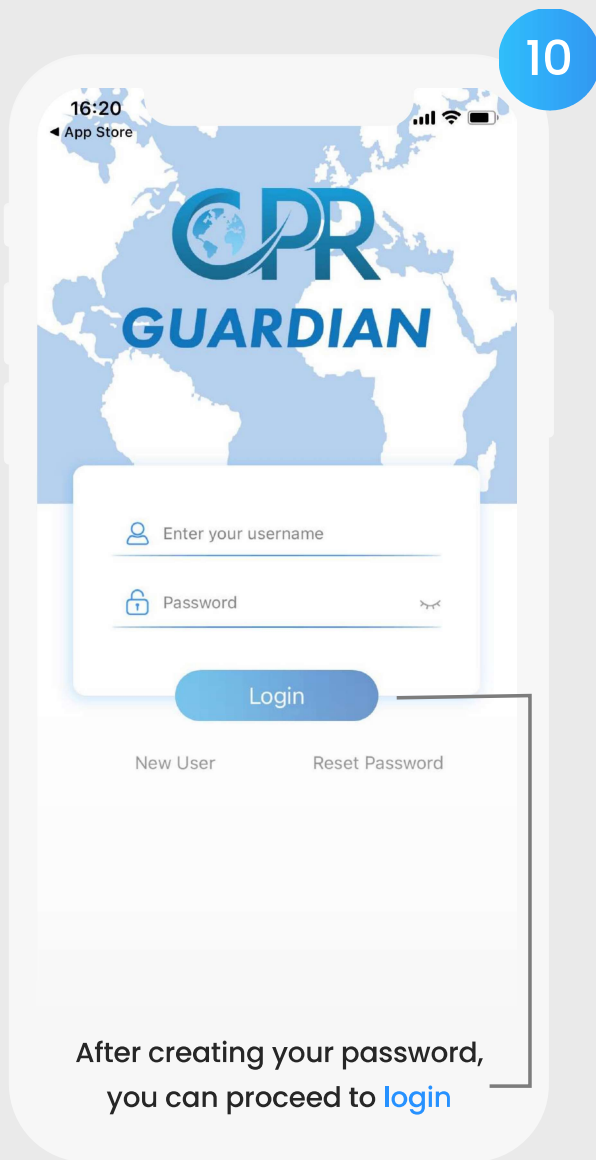
Choose your **country code** and



Enter the Verification code
Then Create a Password and
click registration

Set Up & Getting Started

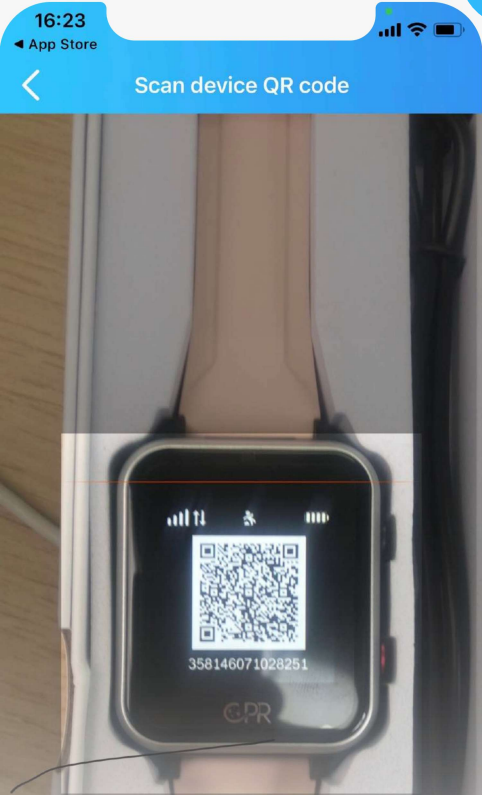
1.2 Syncing Your Watch With The App



Set Up & Getting Started

1.2 Syncing Your Watch With The App

13

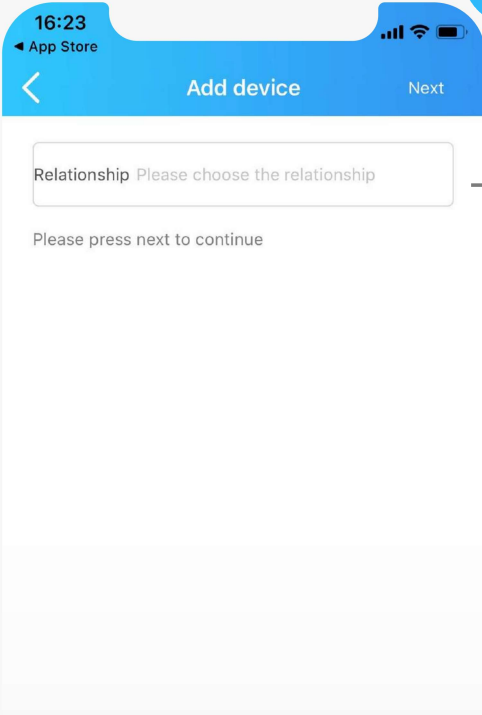


The image shows a smartwatch with a QR code on its screen. The QR code is centered, and below it is the number 358146071028251. The watch is on a wrist, and the background is a blurred indoor setting.

To reveal your watch's QR Code, **swipe up** on the watch face.

Note: It can take up to 10 minutes for the QR code number to display after the watch has been turned on

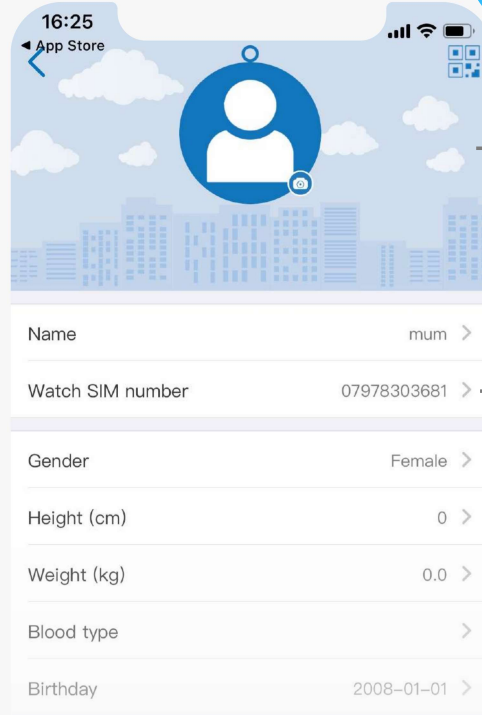
14



The image shows the 'Add device' screen in the app. It has a blue header with a back arrow, 'Add device', and 'Next'. Below the header is a text input field with the placeholder 'Relationship Please choose the relationship'. Underneath, it says 'Please press next to continue'.

Once scanned proceed by **adding your relationship** to the wearer

15



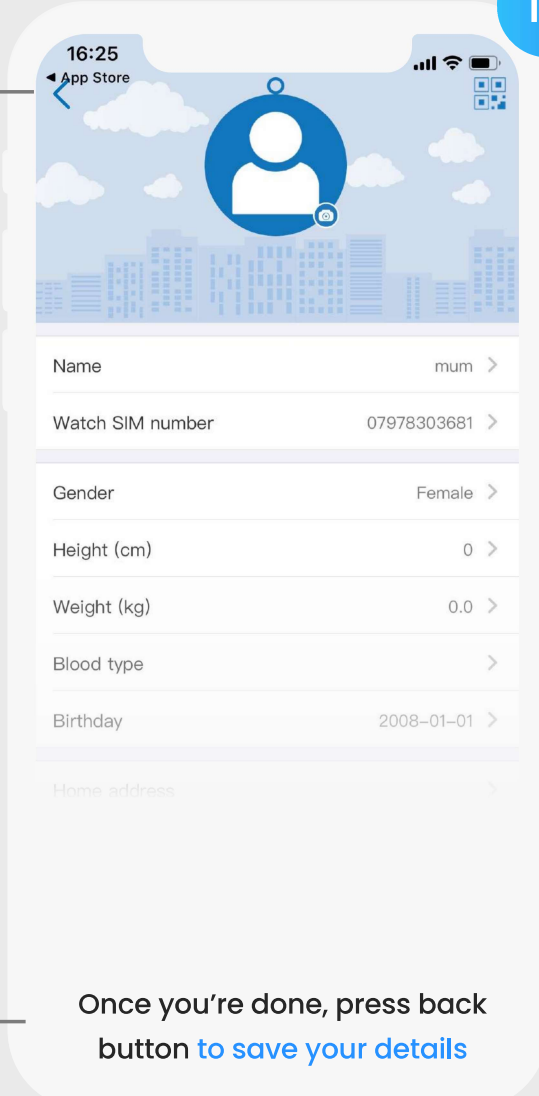
The image shows a user profile form in the app. It has a blue header with a back arrow, a profile icon, and 'App Store'. Below the header is a list of fields: Name (mum), Watch SIM number (07978303681), Gender (Female), Height (cm) (0), Weight (kg) (0.0), Blood type, Birthday (2008-01-01), and Home address.

Enter the watch user's details, ensuring that the **watch SIM number begins with '0'**

Set Up & Getting Started

1.2 Syncing Your Watch With The App

16



16:25
App Store

Name mum >

Watch SIM number 07978303681 >

Gender Female >

Height (cm) 0 >

Weight (kg) 0.0 >

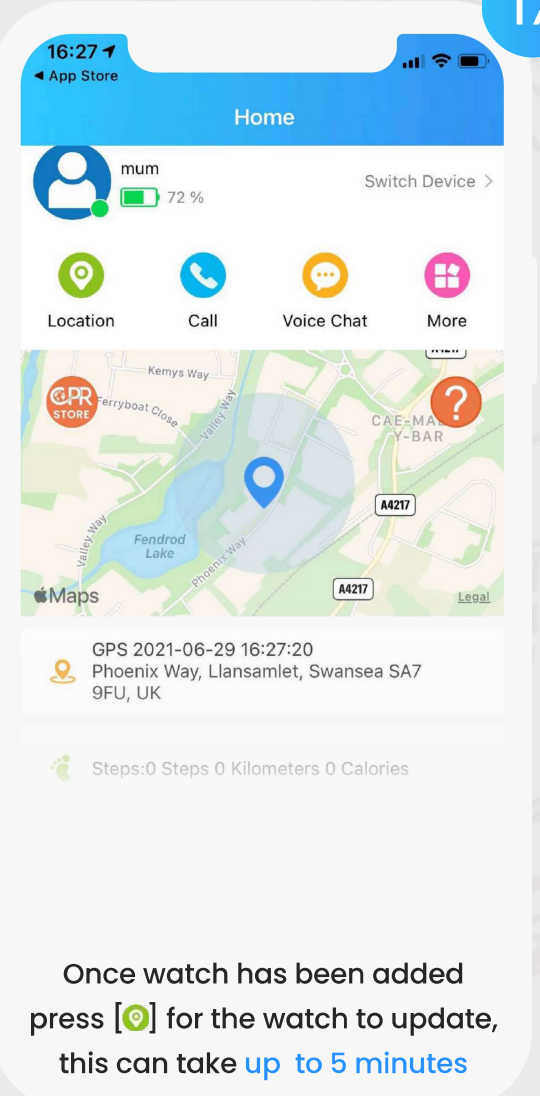
Blood type >

Birthday 2008-01-01 >

Home address >

Once you're done, press back button **to save your details**

17



16:27
App Store

Home

mum 72% Switch Device >

Location Call Voice Chat More

GPS 2021-06-29 16:27:20
Phoenix Way, Llansamlet, Swansea SA7 9FU, UK

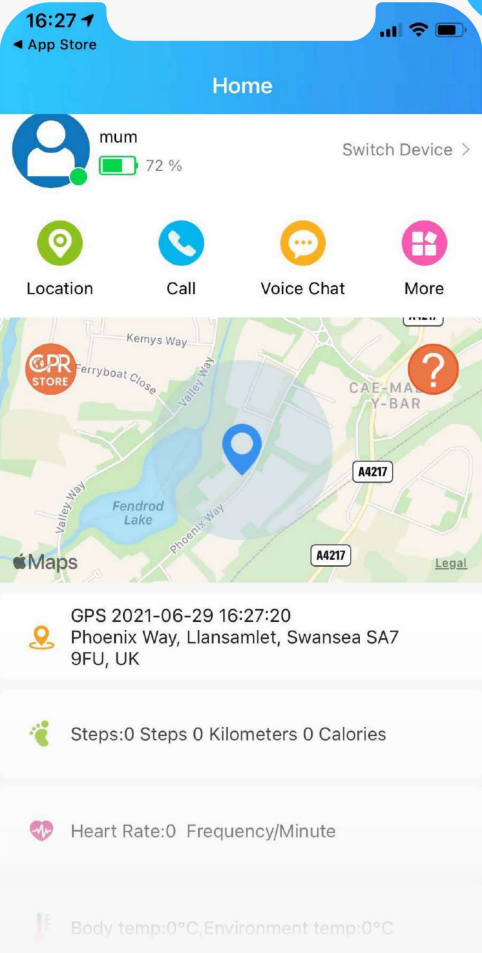
Steps:0 Steps 0 Kilometers 0 Calories

Once watch has been added press [📍] for the watch to update, this can take **up to 5 minutes**

Using The Guardian App

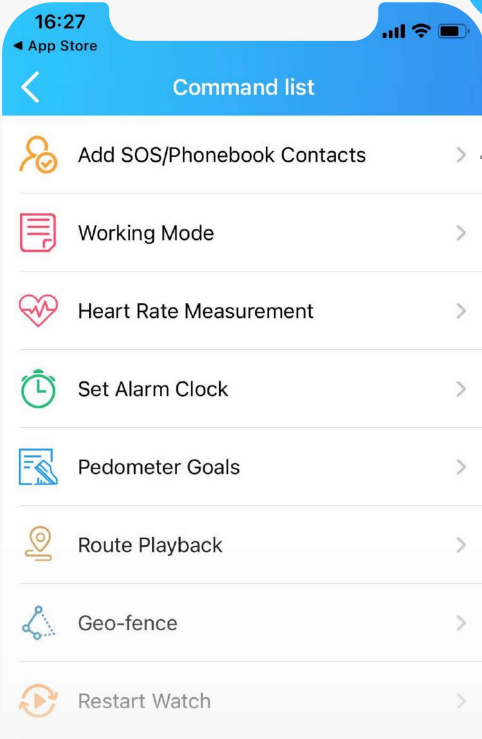
2.1 Add Contacts

1



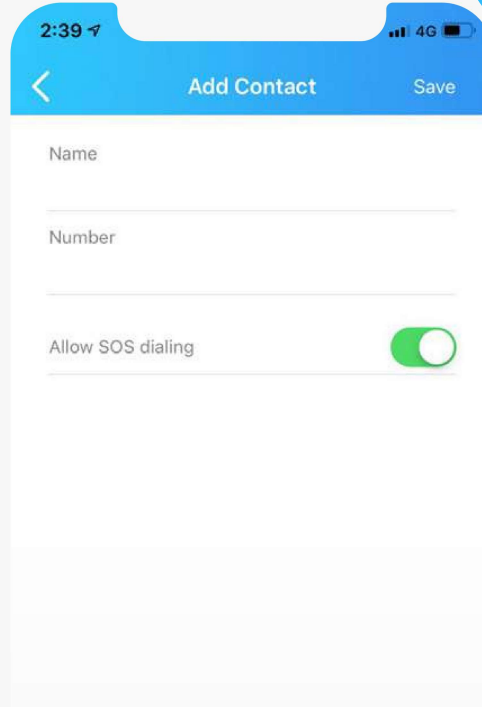
Press the [More] icon on home screen of the app

2



Next, select 'Add Contact' from the Command List

3



Continue to fill out the fields such as name, number and then press 'Save'