



WatchOutWearables.com

READ CAREFULLY BEFORE STARTING

Quick Guide:

1. Wifi is must for getting QR code 1st time and starting the watch (whether SIM inserted or not doesn't matter). Recommended to give your phone hotspot for wifi instead of home/office wifi
2. After inserting a SIM, restart is compulsory. If your SIM internet is not working, try changing APN from WatchSettings and restart watch. Jio Sim is recommended.
3. For Jio SIM, VoLTE must be enabled from advanced settings of watch for audio calling feature
4. PLEASE WATCH INSTRUCTION VIDEO from www.watchoutwearables.com/watchoutvideo

Charging Recommendation:

Recommended to charge with laptop/pc or any normal regular chargers with a ~5V/~2Amp electrical output instead of Fast chargers/Quick chargers/Turbo Chargers/Dash Chargers which comes with much greater electrical output.

Whatsapp +91 7977818688 for configuration support

Get Free Screen Guard

Rate and Review us (with image/video)on Amazon / FirstCry / or platform of your purchase and share us the screenshot on WatchOutWearables@gmail.com to win free screen guard of watch worth Rs. 300/-



Limited Warranty

Your warranty services are valid under normal usage/application only, the following conditions are excluded, and there will be reasonable charge for the warranty service:

- The free maintenance period of the product has expired.
- Mechanical failure due to application of fittings not recognized by our company.
- Damage caused by disassembling the product by repairer who is unauthorized by our company.
- Damage caused by failing to operate the product according to the manual, or incorrect/improper handling of the product.
- Malfunction caused by improper use, maintenance or storage.
- Products natural wear and tear (including, but not limited to outer case, display, attachments).
- Damage caused by force majeure.
- Damage caused by water.
-
- All the losses and damage caused by environmental factors, such as rough handling, temperature, and other factors which are beyond our company's control.
- For any damages caused by unauthorized coding access to the device might invalidate the warranty.



WatchOut Next-Gen Kids Smart Watch

Quick Start Guide



Contents

I.	Product Introduction	2
II.	Quick Setup	4
III.	SIM card Installation	5
IV.	App Installation	7
V.	Connecting to the smartphone	9
VI.	App Description	12
VII.	Warnings	15
VIII.	Operation Guide	17
IX.	Cellular Data and Service Plan	21
X.	Watch settings	22
XI.	App Permissions	22
XII.	Frequently Asked Questions (FAQ)	23
XIII.	Warranty	47

XII. Warranty

We will provide a 1 year Warranty for your WatchOut Next-Gen Kids Smart Watch

Warranty Period will be counted from the day the invoice is dated, for one year. Invoice will be considered to check the validity of warranty period.

WatchOut Next-Gen Kids Smart Watch Warranty Service Centre is located in Mumbai, our company will not be liable for any costs incurred as a result of the warranty procedures (including, but not limited to: freight, and all other possible fees), all buyers must bear all relevant expenses.



Q: Some items are not displayed in application

A: Only the administrator can see all item in Wherecom mobile Application

Q: How to send SMS message to the smart watch?

A: Smart watch does not support sending/receiving SMS messages
You can send text and voice messages only by Wherecom mobile Application



I. Product Introduction

1. Product description:

WatchOut Next-Gen – Kid’s 4G watch-phone with Wi Fi / GPS / GLONASS / LBS tracking, video chat, music, camera and SOS button.

Package contents:



Next-Gen Watch



USB charging cable



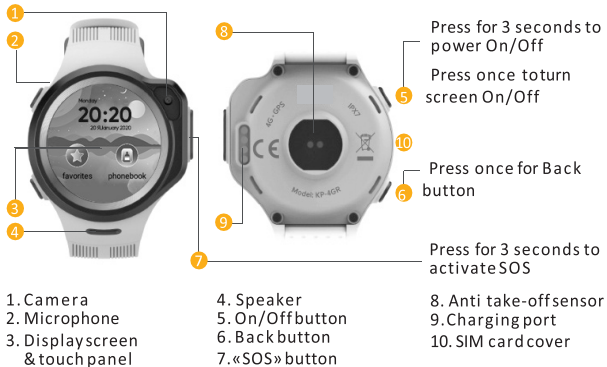
Quick start guide



Warranty card



2. Product details:



Q: The smart watch does not turn on

A:

1. Connect the smartwatch to the charger for 20 minutes
2. If the smart watch still does not turn on, contact with the service centre

Q: Not able to make video call

A:

1. Check if 4G internet is there in the watch sim card.
2. Cross-check by connecting with WiFi and trying video call
3. Uninstall and Install back the Wherecom mobile Application

Q: Smart watch does not sync with Wherecom mobile Application

A:

1. Smart watch does not have the internet connection.
2. Need to check the balance and the Internet of SIM card.



Q: How to turn off the barring incoming calls

A: Open Wherecom mobile Application -Settings-Device Setting-Protect from Stranger Calls-Turn off

Also need to check the "Class Mode", should be turn off:

Open Wherecom mobile Application -Settings-Class Mode-Turn off

Q: Notifications don't work

A: SIM card in smart-watch must have a positive balance Make sure that your Wherecom mobile Application account is logged in ONLY on one device

Reinstall the application and allow the requested permissions:

Open on your smartphone Settings-Applications and notifications-Application notifications- Select the Wherecom mobile Application :

Turn on "Notifications"

Turn on "Show notification icons"



II. Quick Start

Step 1 : Mandatory to connect the watch through WiFi (Not SIM) to unlock the watch features and get QR code on watch for the 1st time.

Or

WhatsApp [+917977818688](https://www.whatsapp.com/chat?phone=917977818688) for configuration support or watch [Video on](https://www.watchoutwearables.com/watchoutvideo) <https://www.watchoutwearables.com/watchoutvideo>

Step 2 : If **Auto update** of device takes place. Relax.

Step 3 : Install the below apps (Wherecom) on parents' phone and scan the QR code on watch. If scanning is blur, hold watch near/far and try again.

Step 4 : Install SIM. Users of Airtel SIM can change APN settings to "airtelmms" incase facing internet issues. Other SIM card holder can also change APN settings in internet or GPS issue



Swipe Screen Down



Switch on Wifi and Long press to enter Wifi details and connect



Swipe Down again and Swipe Left to get QR code



Important note: if your SIM card is new or has a PIN code request, it must be activated and PIN code turned off before installation into Next-Gen Smart Watch . The steps are:

1. Place your SIM card into your mobile phone first.
2. Activate all the necessary things like call and internet
3. Go to menu with SIM card settings.
4. Choose option to turn off PIN code request.
5. Save this setting to your SIM.
6. Take out SIM card from the phone and insert into Smart Watch.

Also, please make sure the SIM card can connect to the Internet, receive text messages, support incoming calls. If SIM card is not installed correctly, has a negative balance or is not connected to the mobile Internet, you will not be able to use the watch



Q: Child took off the smart watch, I didn't get the notification

A: In the smart watch should be installed the SIM card with a positive balance and Internet traffic.

Open the Wherecom mobile application-Settings-Device Setting-Off Alarm-Activate

Notification is sent no more than once every 5 minutes.

Q: Cannot make a voice call to the smart watch. If "Protect from Stranger Calls" is turn off, during an incoming voice call on the display shows "unknown call"

A: Open Wherecom mobile application-Settings-Deivce Settings-Protect from Stranger Calls-Turn off

Check that the user number is in international format
(Wherecom mobile application-Settings-Family)



Q: How to exit the test mode

A:

1. If you see the menu as on the picture below, need to select "Reboot" by "SOS" button then confirm by "Power on/off" button.



Q: Device is offline

A : Possible reasons:

SIM card installed in the watch is not registered in the mobile operator network. Insert SIM card in the smartphone and turn off WiFi, make an outgoing call, open any video on internet.

SIM card has a low data transfer rate or internet traffic has ended.

SIM card has a negative balance.



III. App Installation

Downloading app

Find our free app (Wherecom mobile application) on Google Play or App Store from our website's (WatchOutWearables.com) app section or from the link : www.watchoutwearables.com/app-notification-fitness-gesture.

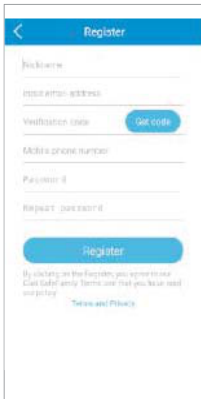
Or scan QR code to go to the app in the Google Play or App Store.





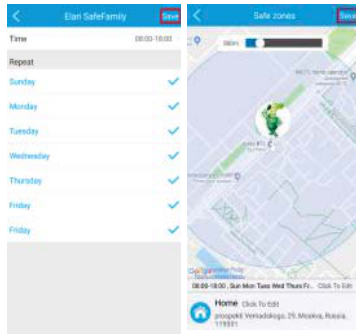
Instructions for Registration

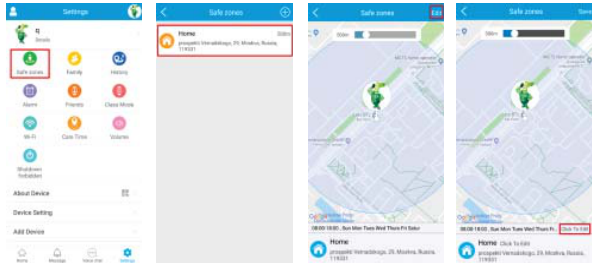
- 1) Open the Wherecom mobile application and click "Register".
Read Terms and Privacy.
- 2) Input nickname and your email address.
- 3) Input your mobile phone number. Make sure you have correctly entered phone number using country code: <+><country code><phone number>. For example +91xxxxxxxxx. Don't use symbols like '(', ')', '-', ',', '<', '>'.
- 4) Get registration code from email and input this code.
- 5) Create password.
- 6) Repeat password.



2. Open Wherecom mobile application-Settings-Care Time-check the days, time, tracking mode-Save

The information about "Safe zones" is sent by "Care time" information, so pay attention on Care Time-Tracking mode. If "Care Time" is 08:00-20:00, but the child leaves the safe zone at 21:00, you will get the notification at 08:00 next day. The notification will not send if location information is by LBS. The notification will be send if location information is by GPS or Wi-Fi





IV. Connecting to the smartphone

1. Insert SIM card into the watch (see more in section II).

2. Register app (see more in section III).

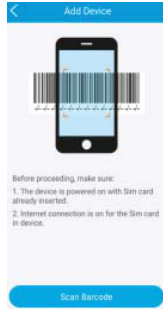
3. Bind your WatchOut Next-Gen Kids Smartwatch to Administrator's account.

a) Turn the watch ON. You should see the watch's QR code on the screen. If not please check FAQ.

b) Start "Add Device"/binding in the app.

c) Scan QR code from the watch's screen using app.





Q: Cannot add a safe zones, notifications do not come, Cannot add a safe zone

A:

1. Try to add "Safe zone" near-press "Save"
2. Check SIM card balance
3. The smart watch location not displayed, the location displayed is not correct
4. Check GPS settings

Notifications do not come:

1. Open Wherecom mobile application-Settings-Safe zones-select safe zone-Edit-Click to Edit-check the days and time-Save-Save



Q: Cannot connect the smart watch to Wi-Fi

A:

1. Open main menu in the smart watch-WiFi set-Activate
2. Open Wherecom mobile application-Settings-WiFi-Add Wifi
3. Open main menu in the smart watch-WiFi set-select WiFi by long press

You can add only three Wi-Fi access point

Q: Verification code does not arrive in the email

A:

1. Verify that email address was entered correctly.
2. Check the "Spam" folder.
3. Email with a verification code arrives within 15 minutes.
4. Verification code will be active within 30 minutes after sending the request from mobile application.



Note: first user who scanned QR code becomes the Administrator. Other family members can scan the QR code shared from administrator's app or be invited to become family members.

d) Complete user's profile: add the watch's phone number, child image, nickname, etc.

Note: please make sure to enter correctly the watch's phone number with required country code eg. +91

e) When binding is complete, app will display real-time location of the watch on a map.

f) Please recharge the sim card with sufficient Internet and calling plan

g) If QR code is not visible hard reset the Watch by going in Watch settings, Click the "gear icon" shown on the top for 5 times, enter Password = 3363, Go to the second last option called "Reset", Click the left button to reset the watch. The QR code will come again. **WARNING : Do not**

change any other settings in the advanced settings developer mode, else watch will get locked and would not be covered in warranty



V. App Description

1. Homepage

- 1) Photos shared from watch.
- 2) Calling button: click to make a voice call to the watch.
- 3) Step counter: select to check pedometer information from the watch.
- 4) Audio-monitoring: select to request the watch to call back the user's phone number. No sound or display message will be heard or appear for watch user.
- 5) Videochat: click to start videochat with the watch.
- 6) The watch's battery level.
- 7) Map: click on the map to see location on a full screen map, change map layer, update location and route to the watch.
- 8) Manual positioning: click to request current location of the watch.
- 9) Switch between watches if you are using more than one Next-Gen watch.

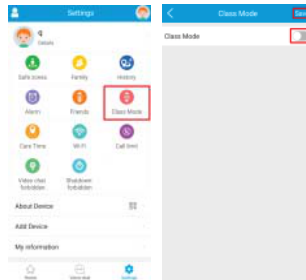


Q: How to change or delete the contact

A: Only the administrator can do it.
 How to delete the contact - Open , Wherecom mobile application-Settings-Family-select the contact-swipe left-Delete
 How to change the contact - Open Wherecom mobile application-Settings-Family-select the contact-make changes-Save

Q: On the screen is crossed circle

A: Class Mode" is activated.
 Only the administrator can turn on/turn off "Class Mode". Open Wherecom mobile application-Settings- Class Mode-Turn off-Save





Q: Just received watch. What to do ? Unable to start/bind device even when sim inserted

Step 1 : Mandatory to connect the watch through WiFi (Not SIM) to unlock the watch features and get QR code on watch for the 1st time.

Or

WhatsApp [+917977818688](https://www.whatsapp.com/chat?phone=917977818688) for configuration support or watch [Video](#)

Step 2 : Auto update of device will take place. Relax.

Step 3 : Install the below apps (wherecom) on parents' phone and scan the QR code on watch

Step 4 : Install SIM. Users of Airtel SIM need to change APN settings to "airtelgprs.com"

Q: How to find IMEI number?

A: In watch - install the SIM card with internet connection, turn on the smart watch, the smart watch should see the mobile network signal level.

Open settings, scroll to the "Details" item:
In the "Detail" item you can see IMEI number



Swipe
Screen
Down



Switch on
Wifi and
Long press
to enter
Wifi details
and connect



Swipe
Down
again and
Swipe Left
to get QR
code



2.Voicechat

1)Voicechat button: hold the button to record, release to send the recording, 15 sec limit for one recorded message.

2)Emoji: select the button and choose emoji or stickers to send it to the watch.

3)Voice message: short click to listen the message, long press on avatar to delete message.





3.Settings

System and account settings

- 1) Set device information.
- 2) Set safe zones, manage the contact list and family members, see location history, set alarms, manage friends, set class mode, set care time, set Wi-Fi password, set white list option, allow videochat from the watch, forbid turning off device.
- 3) About device: you can check the device's IMEI and QR code, and unbind the watch.
- 4) Add another watch to the app.
- 5) My information: manage your account.



Q: Application, location settings

A: Open Wherecom mobile application-Settings-Care Time- Activate-Save (smart watch should be turned on, SIM card with a positive balance and internet should be installed in smart watch)

Tracking mode - you can select the time interval to send the location information of smart watch. The smaller the interval, the faster the clock will discharge.

Time - you can customize the time to send the location information of smart watch.

Repeat - you can customize the days to send the location information of smart watch.

Q: How to find IMEI number?

A: In watch - install the SIM card with internet connection, turn on the smart watch, the smart watch should see the mobile network signal level. Open settings, scroll to the "Details" item: In the "Detail" item you can see IMEI number



Select contact type:

1. Position+Chat+Call - contacts which already have Wherecom mobile application account

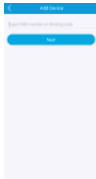
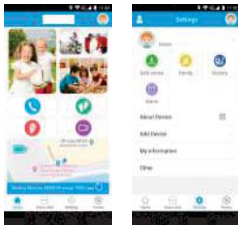
The following options are available for contacts:

- Voice and video calls, Callback mode
- Pedometer, viewing location in real time
- View geozones, set alarms, contacts, location history

2. Call only - contacts which doesn't have Wherecom mobile application account.

These contacts have only call function

Make sure that SIM card installed in smart watch has a positive balance and an Internet connection. Otherwise, the contacts will not be displayed in smart watch.



VI. Warnings

- 1.This product is not a toy. Do not allow children or pets to swallow your WatchOut Next-Gen Kids Smart Watch . The product contains small components that can be a choking hazard.
- 2.WatchOut Next-Gen Kids Smart Watch is splash-resistant. It can withstand raindrops, sweat and light shower, however, it should be removed before swimming.
- 3.Certain atmosphere factors and other error sources can affect the accuracy ofGPS. GPS is meant for outdoor, may not be accurate indoors.
4. Do not store the device under extreme temperatures.
5. Do not use or store device in dusty and dirty areas.
- 6.Do not extensively drop, knock, or shake device. Rough handling can disrupt internal circuit board and mechanical parts.
- 7.Charger output must be: 5 V, 1A(standard USB charger).



8. By default, data roaming function on the watch is turned on. Please don't forget to turn it on in case the function is off.

9. Please make sure you have correctly entered phone numbers using country code: <+><country code><phone number>. For example +91xxxxxxxxx. Don't use symbols like '(', ')', '-', ' ', '<', '>'.

10. To prevent overheating, the videochat function is limited to 3 minutes duration. Timeout between videochats should be not less than 5 minutes. In case of emergency, videochat can be initiated from the app by entering a confirmation code.

11. WatchOut Next-Gen Kids Smart Watch works in 2G/3G/4G network. Photo sharing, videochat function and automatic firmware updates can use significant mobile internet traffic. Choose operator's tariff accordingly and set Wi-Fi passwords for frequently visited places to lower the amount of mobile traffic.

12. Regularly check for available updates in watch settings.

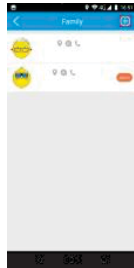
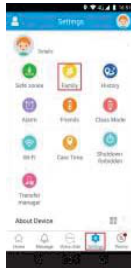


In case you don't get the QR code in the watch to pair it with new phone, you might need to hard reset the watch by going in watch settings, Click the "gear icon" shown on the top for 5 times, enter Password = 3363, Go to the second last option called "Reset", Click the left button to reset the watch. The QR code will come again. **WARNING : Do not change any other settings in the advanced settings developer mode, else watch will**

get locked and would not be covered in warranty
Q: How to add a family member to contact list

A: Open Wherecom mobile application-Settings-Family-Click "+" on the top of the screen:

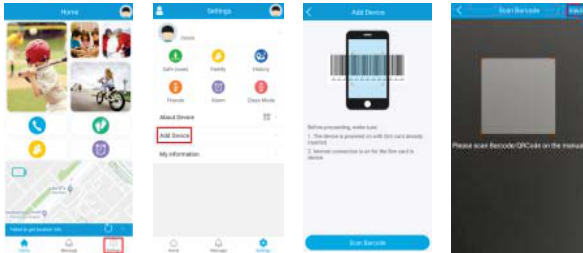
Select the picture for the contact, enter the name, phone number (the phone number must be added in the international format, for example +91xxxxxxxxx, without the use of spaces, brackets, dashes and other characters)





Q: How to scan the QR-code and add it to the watch application

A: Open Wherecom mobile application, select the item "Settings"- "Add device"- "Scan Barcode", scanning your QR-code. Also you can add the smart watch manually: select the item "Settings"- "Add device"- "Scan Barcode"- "Input"



VII. Operation Guide

Two-way communication

1) Call or videochat from watch-phone to smartphone or another watch- phone: slide the screen to enter "Phonebook", select a contact to make phone call or videochat. Press power button to end phone call.



2) Call or videochat from app to watch-phone: select call or videochat icon on the Home page.

3) **Note:** to prevent overheating and battery drain, the videochat function is limited to 3 minutes duration. Timeout between videochats should be not less than 5 minutes. In case of emergency, videochat can be initiated from the app by permitting with confirmation code. Videochat uses Internet traffic and requires fast Internet connection. Choose data contract for SIM card and carrier properly based on tariffs and network coverage.





Voicechat

1) Slide the screen to enter "Friends", select a contact.

2) Hold mic to record voice message and release to send out. The watch-phone can receive voice and text messages, emoji and stickers. Watch-phone can send voice messages, photos, emoji and stickers to the app.

3) Voicechat via the app: select "Voicechat" and start chatting and sending emoji and stickers to the watch-phone. **Note:** the watch-phone supports one-to-one voice chatting (15 seconds per voice message).

Pedometer

Slide the screen to enter "Pedometer". All-day activity monitoring counts your kid's steps: scroll left to enter "Pedometer".

Note: please enter correct weight, height and birthday for correct "burned calories" calculation.



Q: QR-code. What is it, where I can find it?

A: QR-code consists of squares arranged in a square grid on a white background, that can be read by image processing devices such as the camera.

In our devices it comes the first time while initiating the smartwatch after sim card installation: QR-code is required to register with application and make full use of your watch. Necessary requirements:

1. SIM card installed in the smart watch.
 2. SIM card has a positive balance of Internet traffic.
 3. In the smart watch when the SIM card is detected on the mobile network, the window with QR code will appear automatically:
 4. In case you don't get the QR code in the watch to pair it with new phone, you might need to hard reset the watch by going in watch settings, Click the "gear icon" shown on the top for 5 times, enter Password = 3363, Go to the second last option called "Reset", Click the left button to reset the watch. The QR code will come again
- WARNING : Do not change any other settings in the advanced settings developer mode, else watch will get locked and would not be covered in warranty**



**Q: APN settings**

A: APN settings you can check with your mobile operator. SIM card should be installed in the smartphone before inserting in the smart watch to get all the settings automatically.

1. Install SIM-card, turn on the smart watch, press "Start"
2. The screen should be turn on during 5 minutes. Tap the screen to make it active.
3. You will see the inscription "No network replace the SIM card or click here to choose other APN".
4. You will see APN access points. You can choose APN access point, change APN access point, add new APN access point.

**SOS**

Hold the SOS button for 3 seconds to start the SOS. All users in the app will receive an alarm with watch's GPS location as well as a 30-second audiorecording.

Taking photos and managing the album

Slide the screen to enter "Camera". Using frontal camera, Next-Gen Kids 4G watch allows to take great photos. User can store photos in the album, browse, share with family or delete.

Alarm

Slide the screen to select "Alarm". You can add Alarm and configure repeat setting. To delete existing alarm slide left and tap delete.





Making friends

Slide the screen to enter “Friends”. Click on the “Add friend” icon and then “Start”.

Shake the device to make friends with people who wear the same Next-Gen Kids watch device and who are within 2m and who have their device in the “Making friends” mode.

Change the theme

Slide the menu to enter “Themes”. Scroll left and right to select wallpapers. Click on the screen to confirm the theme which you prefer.

Apps installed from Google PlayStore

Leela Kids : Podcast app (not all audio are compatible to play with watch)

KidzSearch : Kids Safe Search Engine with Encyclopedia and Video(KidzTube)

These apps are freely available on Google Play store and we have installed it in our Android Device. For ease of use we have pre-installed in the device. We have used the application as it is. All credits and rights are reserved by the application maker. We do not intend to monetize the application services, but use the freely available application which is available on Google Playstore only on our Android based devices. For full version you can install these apps on your mobile phones.



Q: SIM card balance and Internet plan. How to check?

A: For the full operation of smart watch, the SIM-card (which is installed in the smart watch) should HAVE a positive balance for voice calls and Internet!

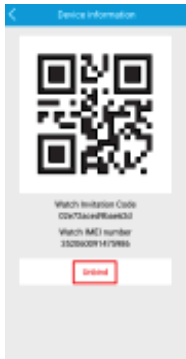
How to check the balance:

- 1) You can install sim in your mobile phone and check by calling your mobile operator.
- 2) Install on the smartphone the official application of your mobile operator from Google Play/App Store or any recharge application like paytm etc. which will give you visibility on the plan expiry date

Q: The smart watch location is not displayed, the location displayed is not correct

A: Check a SIM card balance and Internet.

You can get an accurate information about the location of the smart watch only by GPS. GPS signal in the building or indoors may not be accurate. Location will be update by Wi-Fi access points or mobile network stations - the accuracy depends on the density of the mobile base stations.



VIII. Cellular Data and Service Plan

A Sim card is required for connectivity features of the watch and to start the watch. Without a cellular service plan, the watch can still connect to the Internet via Wi-Fi, but some capabilities of the watch may be limited once it's outside WiFi range. If you do not need the watch to be always online, you may not need a service plan or data plan.

	Normal phone calling	Instant messaging	Video calling	Manage the watch from parents'/child's smartphones	Locate the watch from parents' smartphones
Calling Service plan + 4G data plan	✓	✓	✓	✓	✓
4G Data Plan but no calling service plan		✓	✓	✓	✓
Calling service plan + WiFi in Kids vicinity	✓	✓	✓	✓	✓
No Calling service plan + No 4G data plan + WiFi in Kids vicinity		✓	✓	✓	✓
Calling service plan but no data plan or no WiFi in Kids vicinity	✓				



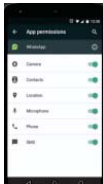
IX. Watch settings

Slide the screen to enter “Settings”. You can check firmware version and available updates, IMEI number, set alarm and ringtone volume, time zone, theme, system language, turn On/Off data roaming and manage Wi-Finetworks.

Advanced Settings Developer mode **WARNING : Do not change any other settings in the advanced settings developer mode, else watch will get locked and would not be covered in warranty** (Not recommended to enter or change unless you want to reset the watch) : Click the “gear icon” shown on the top of the settings page for 5 times, enter Password = 3363

X. App Permissions

It is necessary to give all permission Wherecom mobile application. In Android phones long press on the Wherecommobile application icon> “App info” > Click all options and give all permission like : Autostart, App Permissions, Other Permissions, Notification access, Batter Saver = Not Optimized or No Restrictions etc.



If both Wi-Fi and GPS signals are not available, WatchOut Next-Gen Kids Smart Watch will use LBS to get location. LBS accuracy is about 500-5000 meters.

Q: How to change or delete the administrator from the smart watch?

A: To change the administrator of the account need to delete the smart watch from the Wherecom mobile application :

1. Open Wherecom mobile application -Settings-About Device-Unbind
2. Install application on the device which you will control the smart watch.
3. Register in the application. Add the smart watch to the app.
4. In case you don't get the QR code in the watch to pair it with new phone, you might need to hard reset the watch by going in watch settings , Click the “gear icon” shown on the top for 5 times, enter Password = 3363, Go to the second last option called “Reset”, Click the left button to reset the watch. The QR code will come again. **WARNING : Do not change any other settings in the advanced settings developer mode, else watch will get locked and would not be covered in warranty**



Q: Can the battery of the watch explode when affected by high temperatures or while charging?

A: WatchOut Next-Gen Kids Smart Watch uses a battery that's durable and has a higher safety performance compared to the traditional lithium-ion battery. The gel polymer lithium-ion battery uses a special colloidal electrolyte which will prevent it from exploding as the battery does not produce air or gas even if the liquid boils. This type of battery showed perfect performance in dozens of reliability tests such as crash, puncture, crushing and heating. However, you should not conduct any tests by yourself.

Q: How accurate is the location positioning?

A: WatchOut Next-Gen Kids Smart Watch gets position from 3 sources: GPS, Wi-Fi, GLONASS-LBS. GPS-mode is decently accurate (5-10 meters). In tall buildings and other urban obstructions there is a chance of larger deviation. WatchOut Next-Gen Kids Smart Watch will try to get its position via Wi-Fi if GPS signal is not available. Wi-Fi location accuracy is about 50-100 meters.



XI. Frequently Asked Questions (FAQ)

Q: What SIM card does the WatchOut Next-Gen Kids Smart Watch support?

A: WatchOut Next-Gen supports 2G, 3G : WCDMA, 4G : LTE nano SIM card.

Q: What is the standby time for WatchOut Next-Gen Kids Smart Watch ?

A: WatchOut Next-Gen Kids Smart Watch battery capacity is 580 mAh. The standby time depends on tracking mode and position frequency. Average standby time is up to 72 hours.

Q: What is the age range for WatchOut Next-Gen Kids Smart Watch?

A: Target users are children from 3 to 13 years old.

Q: Are the materials of WatchOut Next-Gen Kids Smart Watch safe and secure?

A: WatchOut Next-Gen Kids Smart Watch only uses the materials that conform to the EU children's toys material safety standards.



Q: How can I clean this watch?

A: Please wipe it with a clean damp cloth; add a little bit of mobile cleaner alcohol if dirt doesn't remove easily.

Q: Does WatchOut Next-Gen Kids Smart Watch radiation affect kid's health?

A: WatchOut Next-Gen Kids Smart Watch radiation rate is much lower than maximums allowed by the EU standard.

Q: Is WatchOut Next-Gen Kids Smart Watch waterproof?

A: WatchOut Next-Gen Kids Smart Watch is splash-resistant. It can withstand raindrops, sweat and light shower, however, briefly immersed in water, it should be removed before swimming.


Q: Is it normal for the watch to get warm while charging?

A: It is normal for the watch to get warm.



Q: What can I do if QR code won't appear?

A:

1. Check that SIM card is inserted and WatchOut Next-Gen Kids Smart Watch has mobile Internet connection. Make sure your SIM is PIN-unlocked and you see  LTE in a left upper corner on the screen.
2. Hard Reset the Watch by going in Watch settings, Click the "gear icon" shown on the top for 5 times, enter Password = 3363, Go to the second last option called "Reset", Click the left button to reset the watch. The QR code will come again. **WARNING : Do not change any other settings in the advanced settings developer mode, else watch will get locked and would not be covered in warranty**

Q: What can I do if QR code won't scan?

A: Try again with more light or adjust the distance between camera lens and QR code. Binding code can also be entered manually.

Q: Does the watch need network support when using the ge positioning function?

A: WatchOut Next-Gen Kids Smart Watch needs network support because it uses SIM card data service, which upload location data to the server.