MOOCHiES®

CONNECT

Stay in Touch! Anytime. Anywhere.

Any help you need,
reach out to our team:
help@moochies.com

– USER MANUAL –

MOOCHIES®

PHONE WATCH FOR KIDS

— USER MANUAL —

Thank you for purchasing your new Moochies Watch. We hope you, and more importantly your kids will love it as much as we did creating it.

This manual will take you through all the steps needed in getting your new Moochies watch up and running quickly and easily.

If you ever have any problems, please refer to the troubleshooting section at the back of this guide or feel free to visit the help section on our website.

The Moochies manual can be downloaded at moochies.com/manual, which includes full instructions on setting up all the further features of your Moochies watch.

CONNECT

moochies.com
THANK YOU!

SUMMARY
MYMOOCHIES APP

Any help you need,
reach out to our team:
help@moochies.com

SUMMARY
MOOCHIES WATCH

Any help you need,
reach out to our team:
help@moochies.com

1   Video Camera

2   SOS Alert button; Power on/off button and turn on/off the screen.

SETTING UP YOUR MOOCHIES

There are **3 easy** but important steps you need to go through to get your new Moochies watch all setup:

1. Downloading the MyMoochies App on your phone

2. Registering for a Moochies Account and Binding your watch

3. Setting up a Sim Plan for your watch at moochies.com

We'll take you through all these steps now.

SETTING UP A SIM PLAN

Your Moochies watch works in the same way as a traditional mobile phone, and **requires an active voice and data plan to operate.**

We ship the Moochies watch with a built-in Sim Card and have a range of very competitive plans to choose from.

Please visit **moochies.com/activate** on your phone, tablet or computer and then click "Register" to set up and activate your chosen mobile plan.

You can upgrade or downgrade your package at any time. All plans can be suspended or terminated with just a months' notice.

DOWNLOADING THE MYMOOCHIES APP

The MyMoochies App is available to download from the **Google Play Store for Android, or from the App Store for Apple devices.** Just search for: MyMoochies For Connect.
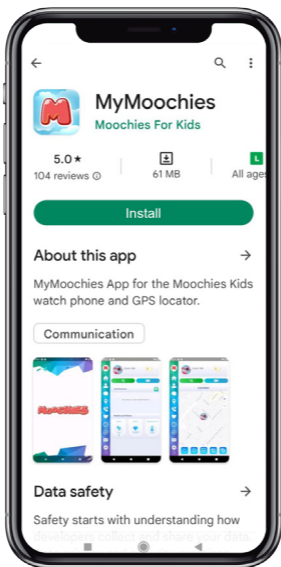
Alternatively, visit **moochies.com/app** *for a direct link to the correct App for your device.*

Please ensure you have **set up a Sim Plan before completing this step,** *and don't turn on the watch yet!*

Open the MyMoochies App For Connect, and click the **Create a New Account button**:
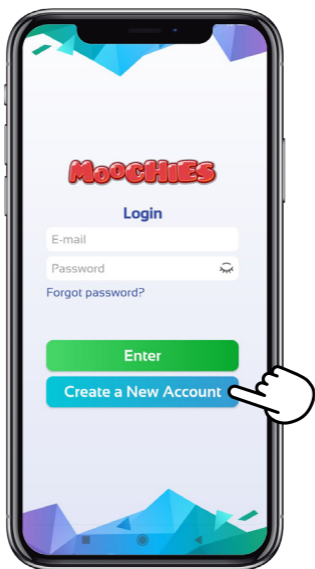
REGISTERING & BINDING YOUR WATCH

Please ensure you enter a valid email address when registering. You must open & accept the "Terms and Conditions" to proceed.

REGISTERING & BINDING YOUR WATCH

To bind your Moochies, please kindly do the following:

⚡ Plug your **Moochies Phone Watch** into the charger and wait until it reaches 100% battery.

🚫 *Please, we advise __not to use a fast charger__ as it might damage your Moochies.*

At your smartphone, open your **MyMoochies App** and login using your new account details.

❊ *Turn on the Bluetooth on your smartphone.*

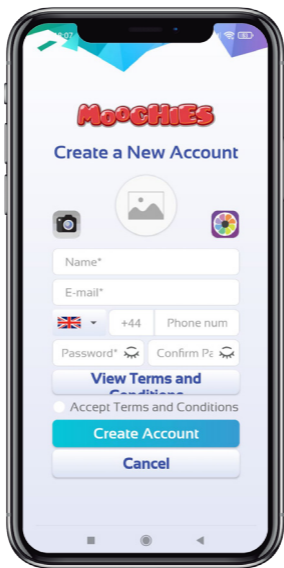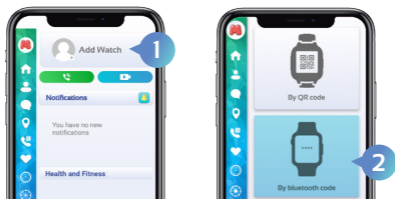**1** On your **MyMoochies App**, tap on **"Add Watch".** *(Swipe the top menu to the left until the option shows up).*

2 Choose the option **"By bluetooth code"** and then click on **"Next."**

3 Enter the **4 digit code,** showing on your Moochies' display and click on "Next".

(If the code does not work, click on the blue arrow icon to refresh the code).

On the next page, please locate your **WiFi network** and enter the password and click on "Connect". *Make sure that it is a 2.4 GHz network.*

If the system shows you the **SIM plan registration** after you already registered your SIM plan, you can skip it, by clicking on the "X" button on the top left corner of the screen.

SET A WI-FI NETWORK

Select a Wi-Fi network with a good connection signal to continue setting up your Moochies watch.

SET KID'S PROFILE

1 Don't forget to add a photo to customise the App, especially if you have multiple Moochies watches!

Take a photo by clicking the "Camera" icon on the left or select a photo from your phone's gallery by clicking the icon shown below.

There is no limit to how many Moochies watches you can have on your app.

Great! You're all set up with your first Moochies watch. If you have purchased **more than one Moochies watch,** you now have the option to Bind these to the App.
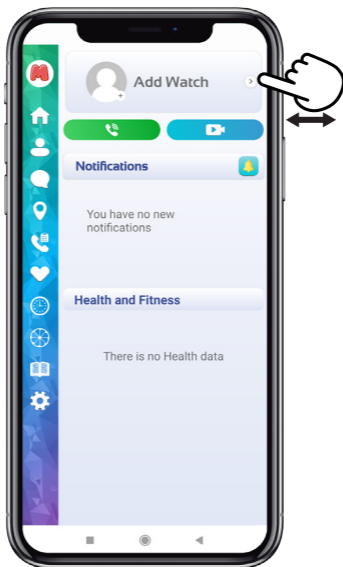
Slide the menu "watch profile" to the left at the bar, until it displays "Add watch", click on it to start the bind process that you see on page 11.

SWITCHING BETWEEN DEVICES

Your paired devices are shown at the top of the MyMoochies app. The selected device will show the image you uploaded during the linking process, this means you will be accessing the menu of that specific watch. Just drag to the side to access the other Moochies watch linked to your account.
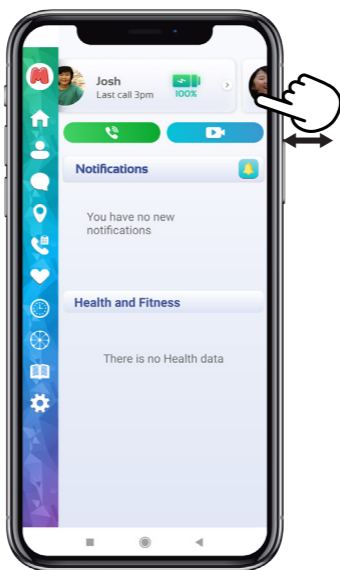
ADDING CONTACTS

Only contacts added to the Moochies watch address book in your App will be able to call the device, and your child will only be able to call contacts you have set up.

You can add 2 types of contact within the MyMoochies App:

By phone number

This just gives the ability for **phone calls,** and is great for someone who **doesn't have access to the MyMoochies App.**

1 Go to the contacts section and click on the "+" icon in the bottom right corner.

2 Click on "Add a Contact".

3 Enter the contact's name and phone number, then click on "Save".
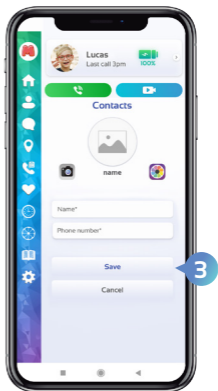
ADDING CONTACTS

By sending an invite to another user of the MyMoochies App

With this method, you can give more permissions, such as calling, video calling, 2-way messaging, tracking, etc.

1. Go to the contacts section and click on the "+" icon in the bottom right corner.

2. Click on "Invite a Contact".

3. Click on "Set Permissions".

4. Mark all the permissions you want to give to this contact and then click on "Save".

5. Lastly, click on the share icon to share the code with the contact.
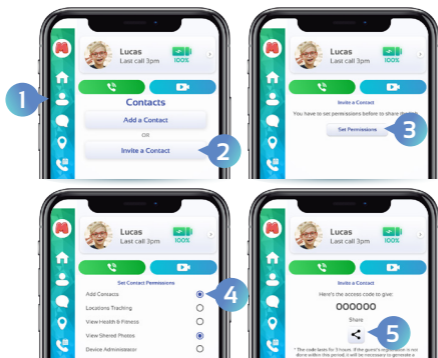
The contact then will have to enter this code on their MyMoochies app, so they will be able to contact and be contacted by the Moochies.

Please be advised that you cannot share the same code with multiple contacts, you will have to repeat this process with all the contacts to whom you want to give more permissions.

EDITING CONTACTS

You can edit a contact's preferences within the contacts section.

To edit a contact information, remove or set permissions of an existing contact, just tap the "gear" icon on the upper right of each contact. Also, you can remove or add administrative functions of a contact through this menu.

Only the device administrator (the person who originally bound the device) is able to change settings/add contacts to the Moochies watch.

EDITING ADMIN PROFILE

To change your profile information in the MyMoochies App, click on the "M" icon at the top of the menu and choose the desired option.
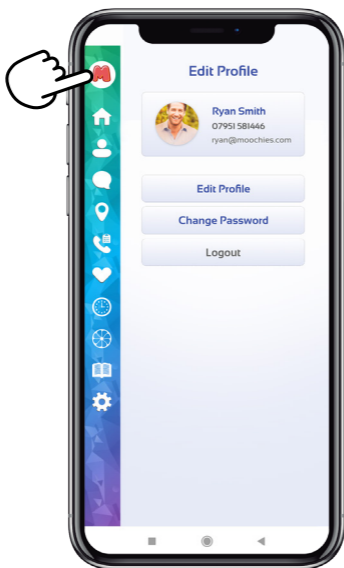
MAKING CALLS

After finishing the settings of your Moochies watch, it is now ready to make and receive calls from the contacts added in the App.
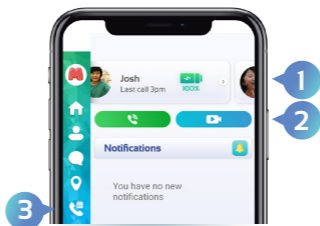
1 Just select the profile of the watch you want to make a call to.

2 And choose between the "Voice Call" (green) or "Video Call" (blue) buttons.

3 If you want to check the watch's call history, just access the "Call history" menu.

SENDING MESSAGES

1 By accessing the "Chat" menu of your MyMoochies App, you can send voice messages, video and even photos to your child's watch.

2 To listen to the audios sent by your child, just press "Play" in the message.

Chat Menu

3 Click the "Microphone" icon to send an audio.
- On the bottom bar of the Chat window, click and hold to record audio. Release when finished talking.
- Click the "Play" button on the right to send.
- Hold the audio message and swipe left if you want to delete it.

4 Click on the "Photo"(gray) icon to upload an image, and on the "Camera" (blue) icon to upload a video.

5 The "Pencil" icon is for you to write a message. Click on the "Play" icon on the right to send what was written.

6 In the "Emoji" icon you can also find stickers with quick messages. Just slide the Emojis menu down and find the image you draw to send. Click on the chosen figure and then just send it!

GPS TRACKING

Make sure your SIM PLAN subscription is active, to get the real-time location of your Moochies Phone Watch via 4G network.

The GPS icon accesses the watch's location map.

The "+" and "−" signs are for zooming in and out of the map.

Update the map in real time

Navigate the menu arrows to get a quick watch location history.

1 In this icon, you can configure the tracking frequency of your watch *See more about it on page 25.*

2 Here you can configure a "Safe Zone". *See details about how to set it on page 23 and 24.*

3 This icon will give you access to the detailed location history, where you can browse the calendar menu and find more information about it.

4 Switch between map and satellite view.

5 Open the watch last reported position in Google Maps/ Apple Maps.

SETTING A SAFE ZONE

Safe Zones are for you to be warned when your child comes out of a pre-defined area.

1. To configure a Safe Zone, click on the GPS menu.

2. Then click on the Safe Zone icon in the bottom menu.

3. You can add as many Safe Zones as you like by clicking on the "+" sign.

Navigate through the "Map" tabs to define the watch circulation area and "Schedule" to configure the date and time of this Safe Zone.

4. Choose the satellite or simplified map view by clicking on this button.

5. Drag right or left to increase or decrease the Safe Zone.

6. Click OK to complete the configuration and go to the "Schedule" tab at the top of the window to select Date and Time.

SETTING A SAFE ZONE

Safe Zones are for you to be warned when your child comes out of a pre-defined area.

7 Select a time period.

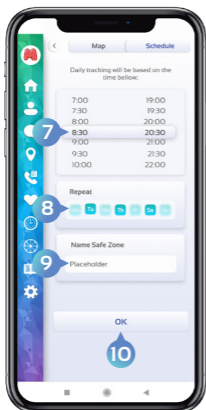**8** Select the days of the week you want these Safe Zones to be active.

9 Give the selected area a name to make the Safe Zone alert easier to identify.

10 Finish the configuration by pressing OK at the end.

11 Click "Save" to add your Safe Zone.

The "gear" icon shown here is used to edit information or remove a Safe Zone.

TRACKING FREQUENCY

You can configure the tracking frequency of your watch. This is important to save battery and data.

1 to configure the Tracking Frequency, click on the Tracking menu icon.

2 Then click on the Tracking Frequency icon in the button menu.

3 Select a time for the watch to start and stop tracking. You can for example turn it off when your child is sleeping.

4 Select the update frequency time. The greater the frequency, the longer your Moochies watch battery will last. Select Don't Track to stop automatic watch location updates (you can still update the watch location manually!)

5 Click Save to confirm your changes.
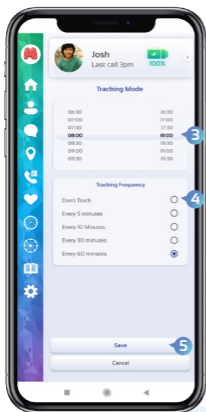
STEP TRACKER
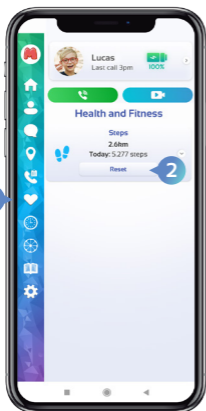
Care for and monitor your child's health. Access the "Health and Fitness" menu and get information about daily physical activity and health.

1 The Health and Fitness menu is easily recognised by the "heart" icon.

2 The "Reset" button is for you to reset the data and start counting steps again.
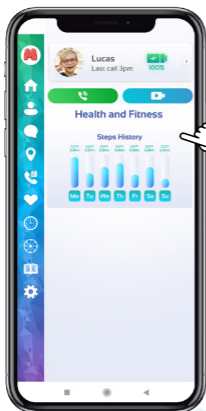
The "arrow" icon located on the right side of each menu is used to get more information in detail.

To close the menu, just click on the "arrow" again.

CLASS MODE

Do not disturb the class period. You can set a period so that your child cannot wear the watch and have distractions.

1 Select the "book" icon from the menu to set a period.

2 Click on the "+" sign and confirm the information above:

Confirmation

Upon confirming this action, other functions will be disabled, except for the SOS and tracking function.

OK
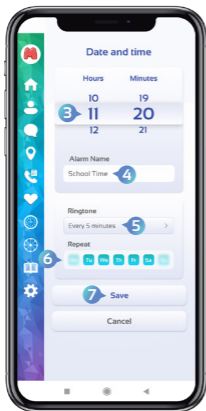
3 Select a time period.

4 Give a name to the Class Mode.

5 Choose a Ringtone.

6 Select the days of the week you want these period to be active.

7 Click on "Save" when finished.

The "gear" icon shown here is used to edit information or remove the Class Mode period.

When the child activates the SOS alert on the watch, a notification will be shown on your phone as soon as the SOS button is pressed showing the location of the Moochies watch, and as soon as the 30 second audio clip is recorded, this will be available.

When the SOS screen is closed, the SOS location and audio clip are available to view and listen to from the Message section of the MyMoochies App.

MOOCHiES®

CONNECT

Stay in Touch! Anytime. Anywhere.

Any help you need,
reach out to our team:
help@moochies.com

— THE WATCH —

SETTING UP YOUR MOOCHIES

When your Moochies watch is powered on
you'll have the watch Home Screen displayed.

1. Press the right side button for 5 seconds
to turn on/off your Moochies watch.

2. Sim card signal strength/Wi-Fi
connected.

3. Battery level.

4. From the home screen,
Swipe LEFT to access the function menu
Swipe RIGHT to access the camera
Swipe UP to access the settings menu.

5. Press and hold the left side button
to 5 seconds to send an SOS alert.

CUSTOMISING WALLPAPER

1

Your Moochies Watch comes with a number of different designs for the Home Screen.

To change, hold your finger on the Home Screen for 2 seconds.

2

Swipe left and right to select a different Home Screen design.

3

When done,
tap the screen to select.
This will then be set.

CALLS AND MESSAGES

Swipe right until you find the "Contacts" menu. If the watch admin has already added or approved contacts via the MyMoochies App, a list of contacts will appear on the screen.

Scroll and click on a Contact.

Select the option you want:

1 ▶ Voice or Video calling

2 ▶ Messaging

NOTIFICATIONS

MISSED CALLS, MESSAGES AND ALERTS

1 To see messages or missed calls, just click on the quick access icons on the home screen, when they show a red dot at the top, it means you have notifications.

MESSAGING

Swipe right from the Moochies Home Screen and click on the "Messages" menu item.

1 Press the "Play" button on messages to listen to them.

2 Select the left menu to upload photos or videos.

Here you can also find fun Emojis and Stickers with quick messages to send. Just scroll through them to see more options.

4 Select the 'Microphone' button to record a voice message.

Press and hold to record to send a Voice Message. When you're done, press "Play" to submit, or "X" to cancel.

ADDING FRIENDS

Your Moochies watch allows you to pair your device with other friends who also have a Moochies watch.

This will allow you to call and message them easily, keeping up with everything your friends are doing!

To add a friend, both Moochies Watches must access the "Add Friends" menu and enter the bluetooth code on each other's watch. Follow the step-by-step process that appears on the watch screen.

1. To share your Bluetooth Code, click on My Code on your watch.

2. On your friends watch, click on Friends Code, and ask your friend to enter the code shown on your watch.

This will start the pairing process, and when complete will add your friends details automatically into each other's Moochies Address Book.

STEP TRACKER

The Moochies watch has a step counter and you can check your daily exercises in the "Step Stracker" menu.

Swipe right to see your data.

1 Click on "Reset" to reset the step counter.

Take lots of selfies and send them to your friends and family!

Swipe right until you find the "Camera" icon.

1. Click the icon in the upper right corner to switch between photo or video.

2. By clicking the red button once, you can take your picture or start filming.

3. In the "gallery" menu you can share your photo or select it as your wallpaper.

GALLERY

To upload or delete photos from your Moochies watch gallery to your app, simply hold your finger on top of a specific photo for a few seconds, and a menu will pop up, showing the options: DELETE and UPLOAD.

1. Select the photo you want to share, set as wallpaper or delete.

2. Click on the top menu and select the option you want.

Alarms can be set both from within the MyMoochies App and from the Moochies watch.

Swipe right until you find the "Alarms" icon.

1 Click on "New Alarm" to configurate a new programation.

2 Here you can turn on/off your current alarm.

3 Swipe up or donw to set the hour, click in OK!

**4** Select the days of the week to repeat the alarm and click OK!

Swipe right and click on the "Settings" icon.

WI-FI

Connecting your device to Wi-Fi reduces your data bills, and will allow you to send messages and video call when you have poor mobile phone service.

Although it is possible to connect the device to Wi-Fi from the Settings menu item, we recommend you do this through the MyMoochies App as the keyboard needed to enter security details is quite small!

Click on the Wi-Fi network you want to connect to (1), and enter the security key/ password (2).
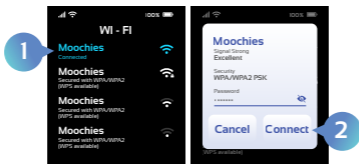
VOLUME SETTINGS

Your Moochies watch Alarm and Ringtone volumes can be controlled both through the MyMoochies App and the device.

1 From the home screen, swipe UP to access the "Settings" menu and click on the "Volume" icon.

2 Slide the Volume scale to the desired volume, and when done, press OK!

DISPLAY SETTINGS

You can adjust the screen brightness and timeout interval from the Moochies Watch Settings.

From the home screen, swipe UP to access the "Settings" menu and click on the "Display" icon.

Slide the brightness scale to select the screen brightness intensity you want and click in "Next".

Select how many seconds the display should be active and click OK!

SOFTWARE UPDATES

Your Moochies watch can download and update to the latest version of the Moochies OS when connected to a Wi-Fi network.

Before continuing, please ensure that your Moochies watch is connected to an un-metered Wi-Fi network, and isn't using your mobile data allowance. The Moochies OS update is approximately 350Mb, and can quickly use up your data allowance if not connected to Wi-Fi.

Click "Check for Updates" from the Settings menu item. If a new version is found, click "Install" – this will download and automatically install the new Moochies OS. Depending on your download speed, this will take approximately 5-10 minutes to download and install.

1 Press and hold the left side button to 5 seconds to send an SOS alert.

This will automatically activate a 30 seconds audio recording and send the watch's location and an alert to the MyMoochies App.

TROUBLESHOOTING

We're really sorry if you're having a problem with your Moochies watch.

Here are the common issues we're asked about.

You can find more detailed and up to date troubleshooting and answers to your questions on the FAQ section of our website: moochies.com/Contact

Any help you need,
reach out to our team:
help@moochies.com

TROUBLESHOOTING

BATTERY DRAIN

Like any electronic device, the more you use your Moochies watch the quicker the battery will drain. With moderate use your Moochies Connect can last 18 hours. We recommend charging your watch every night for 10 hours.
In addition, you can maximise battery life by doing the following;

1 The most common drain on your Moochies watch battery is GPS tracking. You can reduce the tracking frequency through the MyMoochies App. (See the chapter "Tracking" in the MyMoochies App section of the manual)

2 Put the brightness of your Moochies to a lower brightness, via the Display menu of your Moochies.

3 Go into the Moochies watch and into Info > Check for Updates and install the recent update. The new software update will improve the battery performance.

DEVICE WON'T TURN ON

If your device won't turn on, check to make sure it has sufficient battery. Plug in the charging cable, and after 5 seconds, your Moochies watch will show the battery level. The Moochies watch needs at least 5% battery power to turn on.

If this doesn't work, please contact Moochies customer services:
Website: moochies.com/Contact
Email: help@moochies.com

MOOCHIES®

PHONE WATCH FOR KIDS

moochies.com

THANK YOU!