TICKTALK 4

Quick Start

Thank you for choosing the TickTalk 4. We hope it brings your family happiness and peace of mind. For the best user experience, please read our user manual and do not hesitate to contact us if you have any questions.
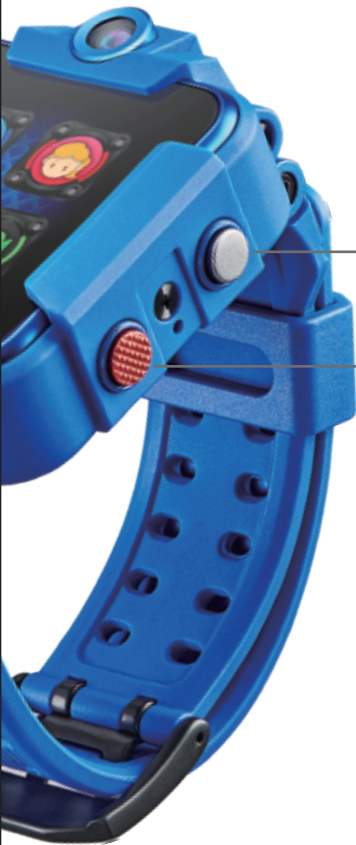
support@myticktalk.com
1-(844) 260-4051

COMPONENTS

Hold down the
POWER BUTTON
for 5 seconds to turn
your TickTalk 4 on or off.

Hold down the
SOS BUTTON
for 5 seconds to
automatically call your
Emergency SOS contact.

Quick tap the
POWER BUTTON
once then the
SOS BUTTON
twice to instantly
call 911 .

TICKTALK 4

COMPONENTS

MICROPHONE

SPEAKER

TICKTALK 4

SPEAKER

Both the speaker and microphone are protected with **IP67 WATER RESISTANCE** for minor splashes and spills.

CHARGING

Please use the provided **5V USB CHARGING CORD.** As an added precaution, we recommend charging under adult supervision. If your cord breaks, stop using immediately.

Align the charging cord head onto the metal pins on the back of your TickTalk 4. You'll hear a sound when your TickTalk 4 successfully begins to charge and will be fully charged in 3 HOURS.

ACTIVATE YOUR SIM

We are not affiliated with any wireless carriers. RED POCKET is a U.S. based prepaid carrier that works with AT&T and T-Mobile's network. We include a free Red Pocket SIM kit with every U.S. purchase for an AFFORDABLE, PAY-AS-YOU-GO plan.

For international customers, please use a SIM card from your local GSM carrier on a REGULAR CELL PHONE PLAN with TALK, TEXT, and DATA. The TickTalk 4 is NOT compatible with wearable, digits, or tablet plans.

TickTalk 4 Frequency Bands

4G

B1 B2 B3 B4 B5 B7 B12 B17 B66

3G

B1 B2 B4 B5

ACTIVATE YOUR SIM

To activate your SIM, please visit www.myticktalk.com/pages/setup and select your SIM card provider to begin.

For Red Pocket SIM users, we recommend the $10 PER MONTH plan to start.

www.myticktalk.com/pages/setup

INSERT SIM

Make sure your TickTalk 4 is OFF before inserting your SIM. Using the included SIM lid opener, open the BACK COVER and slide the SIM card in from the side to insert.

After closing the cover, confirm it is COMPLETELY closed to protect from any water exposure.

After your SIM is installed, turn your TickTalk 4 ON. If you see "SIM CAN'T BE READ" please turn your TickTalk 4 OFF and REINSTALL the SIM.

NETWORK CONNECTION

Once your TickTalk 4 has successfully connected to your network, you'll see a CONNECTED ICON on the top of the watch screen. Your watch will not work without a network connection.

Why don't I see the CONNECTED ICON?

1. Bad cellular reception
2. Slow network connection
3. Invalid or inactive SIM or wrong plan
4. TickTalk server connection issue

How do I SOLVE this issue?

1. Check your carrier's coverage map in your area. If you have poor coverage indoors, please connect to Wi-Fi.
2. Confirm your SIM card is activated and has credit in your account.
3. Confirm that you have a REGULAR CELL PHONE PLAN with TALK, TEXT and DATA and not a wearable or digits plan.
4. Contact the TickTalk Technical Support Team.

DOWNLOAD THE PARENT APP
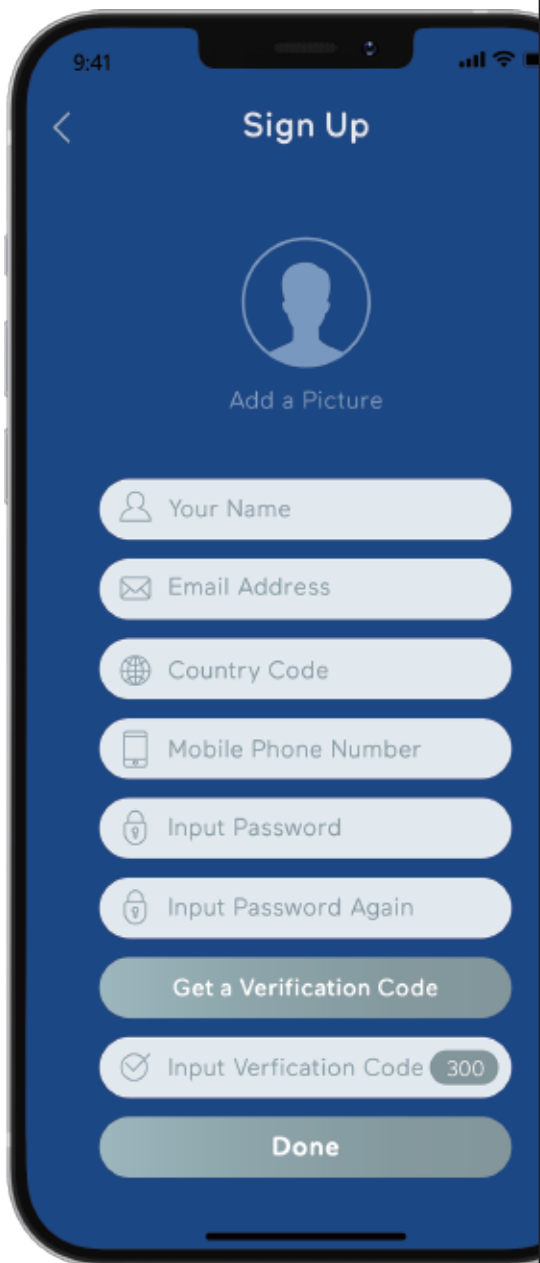

Download
for iPhone

Download
for Android

Scan the QR code or search for TICKTALK 4 in the APPLE APP STORE or GOOGLE PLAY STORE.

TickTalk Kids Smartwatch

SIGN UP

To sign up for your PARENT ACCOUNT, enter your name, email, and phone number. For safety reasons, the first person to pair with your watch will be the ADMIN USER. Only the Admin User will be able to manage and approve SECONDARY USERS to communicate with your TickTalk 4.

9:41

Sign Up

Add a Picture

Your Name

Email Address

Country Code

Mobile Phone Number

Input Password

Input Password Again

Get a Verification Code

Input Verfication Code   300

Done

PAIR TO YOUR TICKTALK 4

Go to your TickTalk 4's settings and select PAIR ME to bring up your QR code. From your App, select PAIR MY TICKTALK 4 and using your cell phone, scan the QR code on your TickTalk 4. Make sure your watch is ON and CONNECTED to your mobile network before you begin pairing.
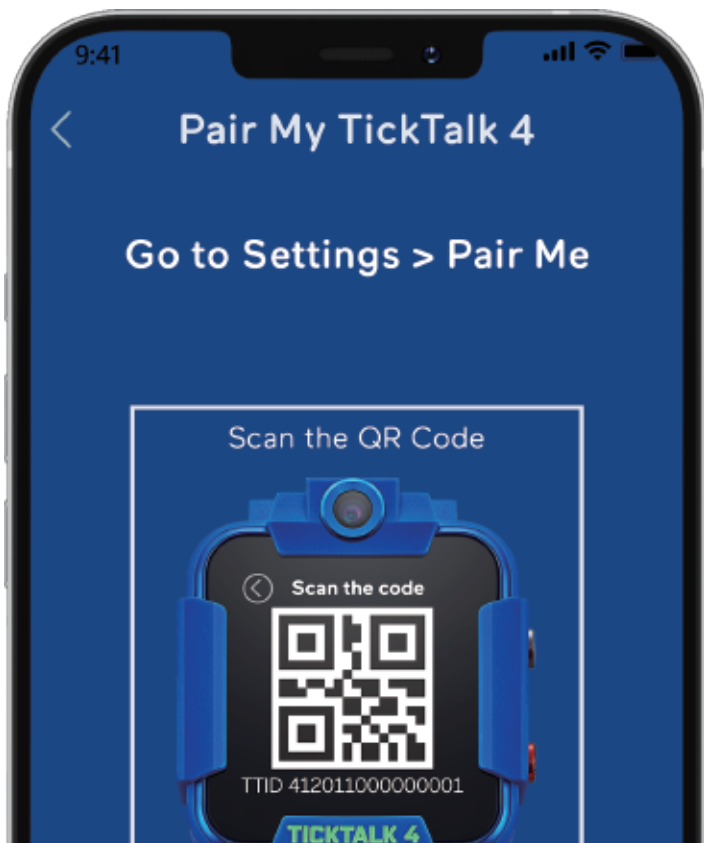
EDIT YOUR CHILD'S INFO

To edit your child's personal information, select the PROFILE ICON in the top left corner of your App. You CANNOT call your TickTalk 4 until your watch phone number has been setup in your App.

To add another TickTalk 4, click the PROFILE ICON on the top left corner and select ADD ANOTHER TICKTALK. Once you pair multiple watches to your App, you can switch to different watches by selecting the watch name.
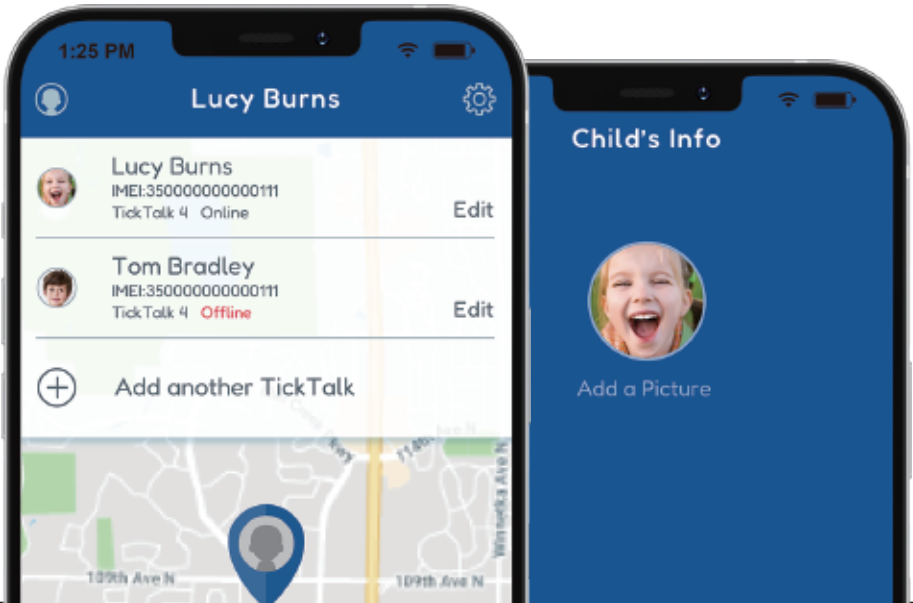
PHONE BOOK CONTACTS

Click the CONTACTS ICON on the bottom left corner of your TickTalk App. You can add up to 53 PARENT-APPROVED CONTACTS who can call your child and your child can call.

Here you can also save two SHORTCUT DIAL ICONS that appear your TickTalk 4 home screen and an EMERGENCY SOS contact.
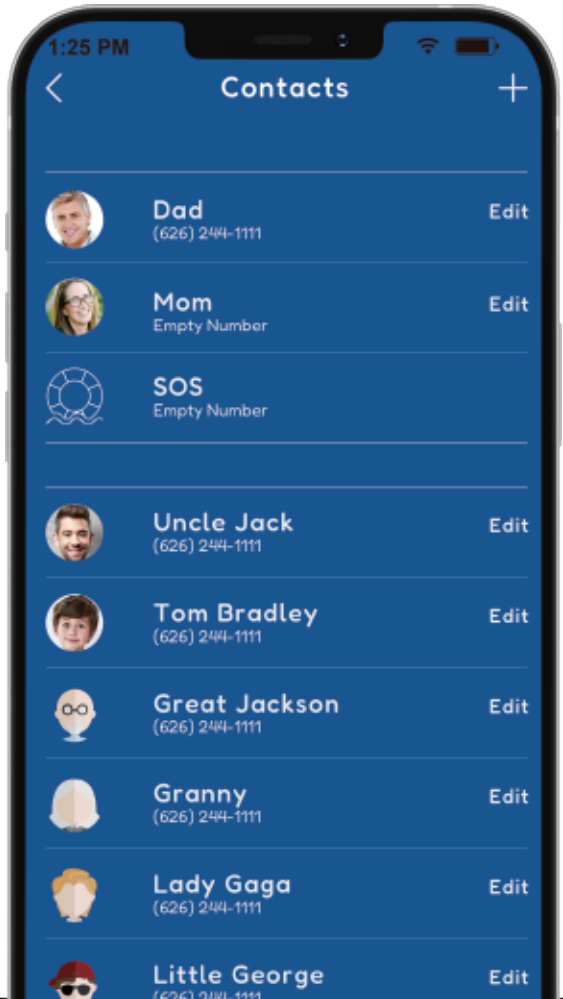
APPROVED APP USERS

Invite trusted contacts to download the TickTalk App and pair with your TickTalk 4. Set individual access levels for each contact. Choose LIMITED ACCESS to allow them to use VOICE CALLING, VIDEO CALLING and IN-APP MESSAGING with your child.

Choose FULL ACCESS to use calling and messaging, plus have the same access level as you including seeing your CHILD'S LOCATION.

1:25 PM

All App Users

Admin

Mom
viviang@myticktalk.com

Unbound

Other Users

Dad
joeyc@myticktalk.com

Accept
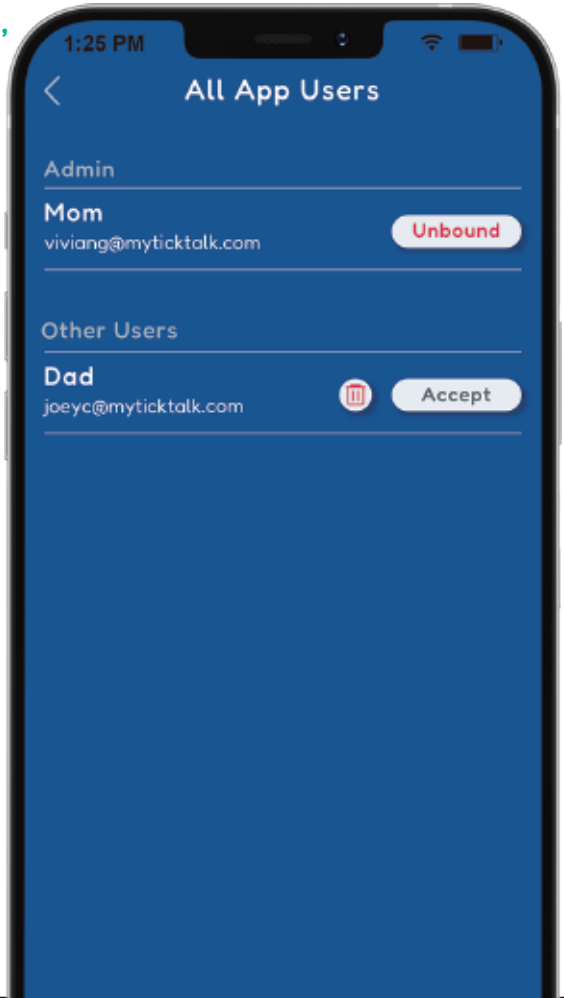
TROUBLESHOOTING

Watch Overheating

The TickTalk 4 works exactly like a personal smartphone. However, with the smaller size of the watch, your watch temperature may increase with extended use. We have taken extreme precautions and also included heat insulation parts in the watch. We recommend removing the watch if the temperature increases or feels uncomfortable. The temperature will drop quickly once you stop using features. Under testing, the maximum temperature will be 104 degrees Fahrenheit. Some reasons for temperature increases include:

1. 4G will consume more power than 2G/3G. If you enter an area of poor reception, the CPU will continuously search for a signal which may generate heat.

2. Video calls require constant uploading of data which will cause the CPU to generate heat.

3. Longtime or excessive use, such as long phone calls, extended music listening, or taking videos, may cause the CPU to generate heat.

TROUBLESHOOTING

Unable to charge

Please make sure the 4 pins of the wire are completely touching the base of the charging pins on your watch and try again.

Why does the watch only show one watch's location when I click the multi-tracker icon?

If your children are close together or at the same location, your watch icons will overlap. Please zoom in on the map or use the single watch locator feature.

Why does the locating feature not work on my App?

Please sign out of the App and sign in again. This will refresh the App.

Why am I unable to setup my watch in the App?

Your watch may be offline. Please make sure you have good cellular reception, restart the watch, and try again. Please confirm you see the Connection Icon on your watch before setting up. We recommend connecting to Wi-Fi if you have poor reception indoors to avoid any issues.

TROUBLESHOOTING

My watch is always offline and I have bad reception at home. Help!

We recommend connecting to your home Wi-Fi if you have poor reception. Your TickTalk 4 will remember your Wi-Fi passwords and automatically connect when your child returns home. Once you've connected to Wi-Fi, all features will function the same.

My video calling quality is not clear.

Please be sure you are in a well-lit environment as the quality of the image transmitted will be affected by light.

My TickTalk 4 pictures are not clear.

To get the clearest photos possible, please make sure you are at least 15 inches away from the camera when you take a photo or selfie to allow the camera to focus. Do not shake the watch or your wrist when taking a photo and make sure you are in a well-lit environment. Lastly, please make sure your camera is clean.

WARNING

Your child may be more likely to experience irritation from any wearable device if they have allergies or skin sensitivities. If your child has skin sensitives, please take special care when wearing the watch. If worn too tightly, your child may be more likely to experience irritation.

Please remove your TickTalk periodically to allow the skin to breath.

Keeping the TickTalk band clean and dry will reduce the possibility of any skin irritation.

If your child experiences any redness, swelling, itchiness, or any other irritation or discomfort on the skin around or beneath your watch, please remove the TickTalk immediately and consult your physician before resuming to use.

WARNING:

CHOKING HAZARD — Small parts not for children under 3 years or any individuals who have a tendency to place inedible objects in their mouths.

WARNING

The TickTalk 4 contains sensitive electronic components and can be damaged if dropped, burned, punctured, or crushed. Do not use a damaged TickTalk, such as one with a cracked screen, visible water intrusion, or other damages as it may cause injury.

Avoid heavy exposure to dust or sand.

Do not open, attempt to repair, or disassemble your TickTalk. This may cause damage resulting in the loss of water resistance and may cause injury to you or your child. This will also void your warranty.

Do not attempt to replace the battery yourself as this can cause damage which may lead to overheating or injury.

To charge your TickTalk, only use the included charging cable and 5V USB charger. A higher voltage may cause damage to the TickTalk 4 or other property.

As a safety precaution, please only charge your TickTalk 4 under adult supervision.

RETURN FOR A REPLACEMENT

If the product has quality issues within our 1-Year Warranty, contact us directly to repair or exchange. Defective products must be sent to TickTalk to obtain repair or exchange service. TickTalk is not responsible for transportation or return shipping costs of the replacement to the customer.

Pre-authorization is required before sending any unit in for warranty service. Products must be returned in either the original packaging or packaging with an equal degree of protection.

Please visit our Return Policy at www.myticktalk.com to fill out the request form. You'll receive an email with the return instructions to ship back to us for replacement. We'll complete the inspection within 2 business days and either repair or ship a replacement to you.

RETURN FOR REFUND

If you are not satisfied with the product, you can return to us within 30 days of receiving for a full refund. We do not take responsibility for return shipping costs.

Pre-authorization is required before sending in any unit for refund. All return products must be in brand-new condition, with original packaging including any manuals, cables, or included accessories. Please only return the free SIM card if it has not been activated. If the product is damaged or shows signs of use, this policy does not apply.

Please visit our Return Policy at
www.myticktalk.com
to fill out the form request. You'll receive an email with the return for refund instructions to ship back to us. We'll check the watch condition and issue a refund within 2 business days of receiving the return.

VIDEOS FOR SETUP

We have a full set of instructional videos to setup and use your TickTalk 4. Scan the QR code to watch now:

www.myticktalk.com/pages/setup-videos

1-YEAR LIMITED WARRANTY

Our customer support doesn't end with your purchase. If you are not fully satisfied with your purchase, please contact us for a replacement or return. Check our warranty policy at
www.myticktalk.com/pages/warranty

CUSTOMER SERVICE

Address

565 W. Lambert Rd,
Unit B
Brea, CA 92821

Email

support@myticktalk.com

Toll Free Number

1 (844) 260-4051

Hours

9:00 AM- 7:00 PM PST
Monday-Friday